DIR Contract Number: DIR-DCS-SCP-MSA-003

Appendix 4 to Tenth Amendment of Master Service Agreement



Attachment to Data Center Services Service Component Provider Master Services Agreement

DIR Contract NO. DIR-DCS-SCP-MSA-003

Between

The State of Texas, acting by and through the Texas Department of Information Resources

and

Xerox Corporation

Attachment 4-D Resource Baselines

April 30, 2014

Agency: Consolidated Enterprise (excludes ASU volumes - see last tab)

Resource Description	Units	Stub Period	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8
Mainframe Services										
IBM										
CPU Hour	CPU Hour	4,639	4,639	4,639	4,639	4,639	4,639	4,639	4,639	4,639
CPU Hour - Specialty Engine	CPU Hour	139	139	139	139	139	139	139	139	139
IBM Mainframe Allocated Application DASD	GB	24,249	24,249	24,249	24,249	24,249	24,249	24,249	24,249	24,249
IBM Application Tapes in Storage - VTS	GB	218,392	218,392	218,392	218,392	218,392	218,392	218,392	218,392	218,392
IBM Offsite Tape Storage	Tape/Reel	1,819	1,185	1,185	1,185	1,185	1,185	1,185	1,185	1,185
Print and Mail Services										
Print Images	Images	17,578,560	17,578,560	17,578,560	17,578,560	17,578,560	17,578,560	17,578,560	17,578,560	17,578,560
Mailing Insertions	Inserts	3,308,796	3,308,796	3,308,796	3,308,796	3,308,796	3,308,796	3,308,796	3,308,796	3,308,796
Courier	Jobs Delivered	25,725	8,300	8,300	8,300	8,300	8,300	8,300	8,300	8,300
Server Services										
Service Tier Matrix										
Consolidated Data Centers Support (ADC/SDC)										
Intel (Wintel, Novell, Linux, non-Unix)										
Gold	Instance	374	369	470	571	673	719	719	719	719
Silver	Instance	501	376	479	581	684	731	719	731	719
Bronze	Instance	291	449	633	817	1,001	1,085	1,085	1,085	1,085
UNIX	instance	201	773	000	017	1,001	1,005	1,000	1,000	1,005
Gold	Instance	283	122	135	147	160	166	166	166	166
Silver	Instance	194	137	165	193	221	234	234	234	234
Bronze	Instance	75	93	107	121	136	142	142	142	142
Non-Consolidated Support (non ADC/SDC)				•						
Intel (Wintel, Novell, Linux, non-Unix)										
Gold	Instance	609	485	384	283	181	135	135	135	135
Silver	Instance	1,065	601	476	350	225	167	167	167	167
Bronze	Instance	1,063	1,065	843	620	398	296	296	296	296
UNIX		<u> </u>		<u> </u>				<u> </u>		
Gold	Instance	188	61	48	36	23	17	17	17	17
Silver	Instance	242	134	106	78	50	37	37	37	37
Bronze	Instance	97	68	54	40	25	19	19	19	19
Total Service Tier Matrix Instances		4,983	3,960	3,899	3,838	3,777	3,749	3,749	3,749	3,749
Utility Servers										
Email Accounts - Consolidated	Accounts	7,574	580	580	580	580	580	580	580	580
Email Accounts - Remote	Accounts	27,924	9,922	9,922	9,922	9,922	9,922	9,922	9,922	9,922
O365 - Exchange Plan 1 (b)	Accounts	-	12,625	12,625	12,625	12,625	12,625	12,625	12,625	12,625
O365 - Exchange Plan 2 (b)	Accounts	-	110	110	110	110	110	110	110	110
O365 - Office Suite E1 (b)	Accounts	-	3,260	3,260	3,260	3,260	3,260	3,260	3,260	3,260
O365 - Office Suite G1 (b)	Accounts	-	-	-	-	-	-	-	-	-

Resource Description	Units	Stub Period	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8
O365 - Kiosk Workers Plan 1 (b)	Accounts	-	3,015	3,015	3,015	3,015	3,015	3,015	3,015	3,015
O365 - Educational Plan A3	Accounts	-	-	-	-	-	-	-	-	-
O365 - Suite E3	Accounts	-	-	-	-	-	-	-	-	-
O365 - Suite G3	Accounts	-	-	-	-	-	-	-	-	-
Hosted Secure	Accounts	-	6,500	6,500	6,500	6,500	6,500	6,500	6,500	6,500
Enterprise File and Print	Instances	-	-	-	-	-	-	-	-	-

Server Storage										
Consolidated Data Centers (ADC/SDC)										
Enterprise Storage										
Tier 1 - Mission Critical - High Speed	GB	-	21,903	27,745	33,588	39,431	42,352	42,352	42,352	42,352
Tier 2 - Business Critical	GB	50,141	472,484	575,732	678,979	782,227	833,851	833,851	833,851	833,851
Tier 3 - Archive - Online, Long Term Retention	GB	-	40,553	66,510	92,467	118,424	131,403	131,403	131,403	131,403
Tape and Backup										
Server Tape Stored - TSM	GB Stored	903,817	3,370,380	3,412,997	3,455,614	3,498,231	3,519,540	3,519,540	3,519,540	3,519,540
Offsite Tape Storage	Tapes	11,792	13,825	25,084	36,343	47,603	53,232	53,232	53,232	53,232
Non-Consolidated Service Locations										
Disk Storage										
Dedicated and Shared	GB	1,240,143	664,964	529,916	394,869	259,821	192,298	192,298	192,298	192,298
Tape and Backup										
Server Tape Stored - TSM	GB Stored	370,809	1,190,746	1,148,129	1,105,511	1,062,894	1,041,586	1,041,586	1,041,586	1,041,586
(a) Server Tape - Other	GB Writes	1,589,485	1,195,874	1,195,874	1,195,874	1,195,874	1,195,874	1,195,874	1,195,874	1,195,874
Offsite Tape Storage	Tapes	51,529	59,497	48,238	36,979	25,719	20,090	20,090	20,090	20,090
Other Storage										
Optical	GB	134	83	83	83	83	83	83	83	83

Miscellaneous Server Services										
Hardware Services Charges (HSC)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Software Charge (SSC)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Hardware Maintenance - DIR Customer-Owned STM Servers	Server	4,495	4,046	3,147	2,248	1,349	450	-	-	-

SI Ser	vices										
	CPU Hour	CPU Hour	4,778	4,778	4,778	4,778	4,778	4,778	4,778	4,778	4,778
	Print Images	Images	17,578,560	17,578,560	17,578,560	17,578,560	17,578,560	17,578,560	17,578,560	17,578,560	17,578,560
	STM Server Instances	Instances	4,983	3,960	3,899	3,838	3,777	3,749	3,749	3,749	3,749
	DIR Customer Support	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Chargeback Users	Users	162	162	162	162	162	162	162	162	162
	Remedy Licenses	Licenses	100	132	132	132	132	132	132	132	132
	SCP Service Level Measures	Measures	86	86	86	86	86	86	86	86	86
	Program Management	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

⁽a) No assumption has been made regarding Transformation of the Server Tape - Other RU volumes. It is assumed that this baseline volume would be reduced as a result of Transformation with an increase in Consolidated Server Tape Stored - TSM RU volumes. However, it has not been determined how the volumes would convert from Other to TSM at this point.

⁽b) These email volumes are based off of the initial timeline of planned migrations for all agencies expecting to move to O365 and show the agencies on their future email platform for the year in which they migrated over.

⁽c.) Exadata Instances and Enterprise File and Print Instances and Appliances are included in MSI STM server instances.

⁽d) Courier volumes are 25,725 for first 10 months and 8,300 for final two months of FY1

⁽e) Volumes for Tier 3R are calculated monthly in accordance with the provisions of **Exhibit 4.**

Consolidated Data Centers (ADC/SDC)

Agency: Consolidated Enterprise

Year 1

Resource Description	Units	DADS	DARS	DFPS	DIRA	DIRTXO	DMV	DSHS	HHSC	HPC	OAGAL	OAGCS	PUC	RRC	sos	TABC	TCEQ	TDA	TDCJ	
me Services																				
CPU Hour	CPU Hour	-	-	-	-	-	81	-	363	-	16	657	-	30	-	-	-	-	1,511	Т
CPU Hour - Specialty Engine	CPU Hour	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	T
IBM Mainframe Allocated Application DASD	GB	-	-	-	-	-	231	-	287	-	75	14,516	-	382	-	-	-	-	4,013	T
IBM Application Tapes in Storage - VTS	GB	-	-	-	-	-	8,082	-	7,478	-	462	61,511	-	1,725	-	-	1	-	32,653	T
IBM Offsite Tape Storage	Tape/Reel	-	-	-	-	-	5	-	153	ı	109	34	1	-	-	-	-	-	20	I
nd Mail Services																				
Print Images	Images	-	_	_	_	_	2,779,350	72 502	7,220,001	_	214.658	-	-	186,157	-	-	_	44,936	504,542	Ī
Mailing Insertions	Inserts	_	-	-	_	_	-	-	1,492,999	-	-	_	-	21,748	_	-	_	11,859	-	t
Courier	Jobs Delivered	-	-	-	_	_	111	270	274	-	2,999	-	-	2,739		-	-	3	1	t
Courier	Jobs Delivered	-					111	210	214	-	2,999		-	2,139		_	-			_
Services																				ı
rvice Tier Matrix																				
nsolidated Data Centers Support (ADC/SDC)																				
l (Wintel, Novell, Linux, non-Unix)																				
Gold	Instance	25	-	11	-	5	14	61	67	-	13	30	10	-	-	-	28	-	2	Г
Silver	Instance	40	19	15	8	-	7	8	73	4	13	54	1	8	-	-	21	-	5	Т
Bronze	Instance	14	13	-	12	-	3	131	10	-	21	53	1	3	-	23	15	-	37	T
İX																				Æ
Gold	Instance	1	-	8	-	43	4	4	11	-	-	18	-	-	-	-	1	-	-	Т
Silver	Instance	3	2	8	1	-	2	-	34	-	9	62	-	-	-	-	-	-	6	T
Bronze	Instance	1	-	-	1	11	-	6		-	-	35	-	4	-	-	-	-	3	
n-Consolidated Support (non ADC/SDC)																				Æ
(Wintel, Novell, Linux, non-Unix)																				
Gold	Instance	15	_	5	-	-	2	165	18	-	-	9	3	-	3	-	122	-	2	T
Silver	Instance	24	3		-	- 1	10	151	149	-	20	10	1	23	12		72	-	4	_
Bronze	Instance	20	6		_	- 1	14	192		_	3		2		7		34	-	89	
IX	motarios	20	ű					.02			Ü		_		•		0.1		- 00	Æ
Gold	Instance	-	-	-	-	-	1	2	11	-	1	7	-	-	2	-	9	-	-	T
Silver	Instance	-	7	-	_	_		-	73	_		6	-	14		-	7	-	-	t
Bronze	Instance	-	1	-	-	-	1	1		-	_	-	-	14	3		1	-	2	t
Total Service Tier Matrix Instances	motarios	143	51	74	22	59	58	721		4		288	18	77	27		310	-	150	
lity Servers																				
Email Accounts - Consolidated	Accounts		ı		ı	1		ı			1	ı	_	_						-
Email Accounts - Consolidated Email Accounts - Remote	Accounts	-	-	-	-	-		-	-	-	-	-	222	752	255	654	-		6.585	+
O365 - Exchange Plan 1	Accounts	-	-	-	-	-		-	-	-	-	-	-	- 132	- 200		-	-	- 0,363	+
O365 - Exchange Plan 1	Accounts	-	-	-	-	-	<u> </u>	-	-	-	-	-	-	-	<u> </u>	-	-	-	-	+
							800				+									+
O365 - Office Suite E1	Accounts	-	-	-	-			-	-	-	-	-	-	-	-	-	-	-	-	+
O365 - Office Suite G1	Accounts	-	-	-	-		-	-	-	-	-	-	-	-	-	-	-	-	-	+
O365 - Kiosk Workers Plan 1	Accounts	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	+
O365 - Educational Plan A3	Accounts	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	+
O365 - Suite E3	Accounts	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	•	-	-	1
O365 - Suite G3	Accounts	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Hosted Secure	Accounts	-	-	-	-	-	-	-	-	-	2,100	4,400	-	-	-	-	-	-	-	1
Enterprise File and Print	Instance	_	_	_	l -	_	_	_	_	_	_	_	_	_	_	_	_	_	-	1

Resource Description	Units	DADS	DARS	DFPS	DIRA	DIRTXO	DMV	DSHS	ннѕс	НРС	OAGAL	OAGCS	PUC	RRC	sos	TABC	TCEQ	TDA	TDCJ	TDI
Enterprise Storage																				
Tier 1 - Mission Critical - High Speed	GB	584	-	-	-	-	-	292	11,063	-	-	1,503	-	-	-	-	451	-	-	-
Tier 2 - Business Critical	GB	30,451	6,484	44,207	5,751	12,162	2,876	47,892	103,184	1,213	42,042	49,869	1,133	2,399	-	3,737	13,555	-	5,056	39,909
Tier 3 - Slow I/O Limited Transaction	GB	300	-	772	-	2,750	731	11,768	2,045	-	2,831	6,630	-	-	-	1,090	2,083	-	3,026	-
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Tape and Backup																				
Server Tape Stored - TSM	GB Stored	62,970	59,973	126,672	20,136	-	-	237,301	1,322,957	1,601	142,590	105,829	4,007	23,732	7,735	86,124	575,065	-	24,382	53,618
Offsite Tape Storage	Tapes	145	501	4,015	-	396	-	677	4,140	3	572	316	32	57	-	299	307	-	120	524
Non-Consolidated Service Locations																				
Disk Storage																				
Dedicated and Shared	GB	27,072	6,637	9,002	-	-	6,533	121,330	75,242	-	5,523	11,008	2,774	3,775	18,934	-	80,422	-	21,457	1,555
Tape and Backup																				
Server Tape Stored - TSM	GB Stored	5,081	291	-	9,260	-	-	357,625	-	-	5,576	2,881	111	1,230	60,145	5,665	69,402	-	12,905	70,186
Server Tape - Other	GB Writes	96,086	97,675	8,591	622	31,361	-	264,528	213,672	-	5,064	14,424	8,585	22,596	-	2,788	8,050	-	23,776	7,865
Offsite Tape Storage	Tapes	899	1,057	-	81	624	-	12,597	5,462	-	1,456	291	146	5,213	1,097	55	2,440	-	367	113
Other Storage																				
Optical Storage	GB	-	-	-	-	-	-	-	-	-	-	-	-	-	83	-	-	-	-	
•																				
Miscellaneous Server Services																				
Hardware Services Charges (HSC	N/A	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Software Charge (SSC)	N/A	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Appliances	Appliance	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	ē	-	-

Agency: Consolidated Enterprise

Year 1

Resource Description	TDLR	TxDOT	TEA	TFC	THECB	TPWD	TSLAC	TVC	TWC	TJJD	WDB	ASU	Total
rame Services													
BM													
CPU Hour	-	235	-	-	,	-	-	1	1,737	9	1	-	4,6
CPU Hour - Specialty Engine	-	-	-	-	-	-	-		139	-	-	-	,
IBM Mainframe Allocated Application DASD	-	1,536	628	-	,	-	-	-	2,453	129	-	-	24,2
IBM Application Tapes in Storage - VTS	-	12,122	-	-	-	-	-	-	93,819	540	-	-	218,3
IBM Offsite Tape Storage	-	687	-	-	-	-		-	44	133	-		1,
and Mail Services													
	_	-	00.005	20.000	440.004		-		0.070.400		_		47.570
Print Images			20,365	-	113,981	-		-	6,073,182	-		-	17,578,
Mailing Insertions Courier	-	-	352	-	90,131 134	-	-	-	1,621,219 196	-	-	-	3,308, 8,
Oddilor	<u> </u>	L L	002		101				100				
er Services													
Service Tier Matrix													
Consolidated Data Centers Support (ADC/SDC)													
ntel (Wintel, Novell, Linux, non-Unix)													
Gold	-	-	27	2	21	1		3	-	12	-	1	
Silver	10	49	14	-	8	10		-	-	1	-	10	
Bronze	1	9	29	7	16	7	13	-	-	13	-	-	
INIX													
Gold	-	-	5	-	2	1		-	21	-	-	10	
Silver	-	4	-	-	1	1		-	-	-	-	17	
Bronze	-	1	-	-	-	-	-	-	22	-	-	-	
Ion-Consolidated Support (non ADC/SDC)													
ntel (Wintel, Novell, Linux, non-Unix)													
Gold	-	14	92	-	2	-	-	-	23	7	2	-	
Silver	-	31	20	-	1	15	-	-	34	5	15	-	
Bronze	1	463	33	1	6	23	1	-	26	11	13	-	1,
INIX													
Gold	-	3	18	-	-	6		-	1	-	-	-	
Silver	-	5	14	-	-	6		-	2	-	-	-	
Bronze	-	8	8	-	-	12	-	-	1	-	-	-	
Total Service Tier Matrix Instances	12	587	260	10	57	82	14	3	130	49	30	38	3,
Itility Servers													
Email Accounts - Consolidated	-	-	_	-	337	-	243	-	-	-	-	1,658	2.
Email Accounts - Remote	_	_	1.454	_	-		-		_	_		-	9.
O365 - Exchange Plan 1	-	9.400	- 1,707	_	_	3,000	_	225	-	_	_	_	12
O365 - Exchange Plan 2	- + - -	100	-		-	3,000	-	-			10	-	12
O365 - Office Suite E1	360	-	_	_	_	_	-	_	-	_	325	_	3.
O365 - Office Suite E1	- 300	-	-	-	-		-	-	-	-	-	-	
O365 - Kiosk Workers Plan 1	-	3,000	-	-	-		-	15	-		-	-	3
O365 - Educational Plan A3		3,000		-	-		-	-	-			-	
O365 - Suite E3				-	-		-	-	-	-		-	
O365 - Suite E3		-			-		-	-	-	-		-	
Hosted Secure	-	-		-	-		-	-	-	-	-	-	6
Enterprise File and Print					-								- 0
Enterprise File and Print		-		-	-			-	-	-	-	-	Ь

Resource Description	TDLR	TxDOT	TEA	TFC	THECB	TPWD	TSLAC	TVC	TWC	TJJD	WDB	ASU	Total
Enterprise Storage													
Tier 1 - Mission Critical - High Speed	80	73	1,261	-	-	-	-	124	6,471	-	-	-	21,903
Tier 2 - Business Critical	3,492	11,786	7,448	1,116	15,842	3,804	4,291	127	6,155	6,504	-	12,000	484,484
Tier 3 - Slow I/O Limited Transaction	600	62	5,738	-	-	-	-	-	-	125	-	-	40,553
Tier 3R - Slow I/O Limited Transaction with replicated copy	-	•	-	-	-	•	-	-	-	-	-	-	-
Tape and Backup													
Server Tape Stored - TSM	19,699	184,397	53,739	1,108	79,869	35,344	7,028	3,382	38,998	92,126	-	53,685	3,424,065
Offsite Tape Storage	36	510	185	16	246	188	34	8	93	405	-	260	14,085
Non-Consolidated Service Locations													
Disk Storage													
Dedicated and Shared	1,196	100,979	55,303	36	526	14,460	1,321	-	69,485	2,104	28,291	-	664,964
Tape and Backup													
Server Tape Stored - TSM	-	128	512,143	1,826	15,991	4,713	6,065	-	48,100	1,421	-	-	1,190,746
Server Tape - Other	1,484	194,446	74,682	-	3,132	69,303	-	-	-	14,643	32,500	54,402	1,250,277
Offsite Tape Storage	885	10,933	10,895	-	2,689	1,169	-	-	395	161	472	-	59,497
Other Storage													
Optical Storage	-		-	-	-	-	-	-	-	-	-	-	83
	•				•				•	•			
Miscellaneous Server Services													
Hardware Services Charges (HSC	-	-	-	-	-	-	-	-	-	-	-	-	-
Software Charge (SSC)	-		-	-	-	-	-	-	-	-	-	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	-		-	-	-		-	-	-	-	-	-	-
Appliances	-	-	-	-	-	-	-	-	-	-	-	-	-

Agency: Consolidated Enterprise

	Resource Description	Units	Stub Period	Year '
infra	me Services	O.I.I.O	otab i oriou	roui
IBM				
	CPU Hour	CPU Hour	4,623	4
	CPU Hour - Specialty Engine	CPU Hour	139	
	IBM Mainframe Allocated Application DASD	GB	24,174	24
	IBM Application Tapes in Storage - VTS	GB Tana/Daal	217,930	218
	IBM Offsite Tape Storage	Tape/Reel	1,819	1
nt an	d Mail Services			
	Print Images	Images	17,578,560	17,578
	Mailing Insertions	Inserts	3,308,796	3,308
	Courier	Jobs Delivered	25,725	8
rver S	Services			
	vice Tier Matrix			
Con	solidated Data Centers Support (ADC/SDC)			
Intel	(Wintel, Novell, Linux, non-Unix)			
	Gold	Instance	374	
	Silver	Instance	501	
_	Bronze	Instance	291	
UNI				
	Gold	Instance	283	
	Silver	Instance	194	
	Bronze	Instance	75	
	-Consolidated Support (non ADC/SDC)			
intel	(Wintel, Novell, Linux, non-Unix)	14 _	200	
	Gold	Instance	609	
	Silver Bronze	Instance	1,065 1,063	1
UNI		Instance	1,063	1
UNI	A Gold	Instance	100	
	Silver	Instance	188 242	
	Bronze	Instance	97	
	Total Service Tier Matrix Instances	Instance	4,983	3
	Total Col Vice Tiol Matrix motanece		1,000	
Util	ity Servers			
	Email Accounts - Consolidated	Accounts	7,574	
	Email Accounts - Remote	Accounts	27,924	9
	O365 - Exchange Plan 1	Accounts	-	12
	O365 - Exchange Plan 2	Accounts	-	
	O365 - Office Suite E1	Accounts	-	3
	O365 - Office Suite G1	Accounts	-	
	O365 - Kiosk Workers Plan 1	Accounts	-	3
	O365 - Educational Plan A3	Accounts	-	
	O365 - Suite E3	Accounts	-	
	O365 - Suite G3	Accounts	-	
	Hosted Secure Enterprise File and Print	Accounts Instances	-	6
	Enterprise File and Film	instances	-	
	ver Storage			
	solidated Data Centers (ADC/SDC) erprise Storage			
	Tier 1 - Mission Critical - High Speed	GB	_	21
	Tier 2 - Business Critical	GB	50,141	472
	Tier 3 - Slow I/O Limited Transaction	GB	- 50,141	40
	Tier 3R - Slow I/O Limited Transaction with replicated copy	GB		40
Tan	e and Backup			
ιαμ	Server Tape Stored - TSM	GB Stored	903,817	3,370
	Offsite Tape Storage	Tapes	11,792	3,370
Non	-Consolidated Service Locations	Тарсз	11,732	10
	Storage			
ופוט	Dedicated and Shared	GB	1,240,143	664
Tan	e and Backup	GB	1,240,143	004
тар	•	CD Ctarad	270 000	1 100
	Server Tape Stored - TSM Server Tape - Other	GB Stored	370,809	1,190
	Offsite Tape Storage	GB Writes Tapes	1,589,485 51,529	1,195 59
Oth	er Storage	rapes	31,529	59
Oth	Optical	GB	134	
Mis	cellaneous Server Services	N1/4	, ,	
	Hardware Services Charges (HSC	N/A	-	
	Software Charge (SSC)	N/A	-	
	Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	
	Appliances	Appliance	-	

Resource Description	Units	Stub Period	Year 1
nframe Services			
IBM			
CPU Hour	CPU Hour	-	
CPU Hour - Specialty Engine	CPU Hour		
IBM Mainframe Allocated Application DASD	GB	-	
IBM Application Tapes in Storage - VTS	GB	-	
IBM Offsite Tape Storage	Tape/Reel	-	
Print Images Mailing Insertions Courier	Images Inserts Jobs Delivered	- - -	
ver Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC) Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	20	
Silver	Instance	43	
Bronze	Instance	14	
UNIX	motarios	1-1	
Gold	Instance	3	
Silver	Instance	7	
		, ,	

Consolidated Data Centers Support (ADC/SDC)			
ntel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	20	
Silver	Instance	43	
Bronze	Instance	14	
JNIX			
Gold	Instance	3	
Silver	Instance	7	
Bronze	Instance	2	
Non-Consolidated Support (non ADC/SDC)			
ntel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	4	
Silver	Instance	35	
Bronze	Instance	4	
UNIX			
Gold	Instance	0	
Silver	Instance	0	
Bronze	Instance	0	
Total Service Tier Matrix Instances		132	

Email Accounts - Consolidated	Accounts	-	
Email Accounts - Remote	Accounts	-	
O365 - Exchange Plan 1	Accounts	-	
O365 - Exchange Plan 2	Accounts	-	
O365 - Office Suite E1	Accounts	-	
O365 - Office Suite G1	Accounts	-	
O365 - Kiosk Workers Plan 1	Accounts	-	
O365 - Educational Plan A3	Accounts	-	
O365 - Suite E3	Accounts	-	
O365 - Suite G3	Accounts	-	
Hosted Secure	Accounts	-	
Enterprise File and Print	Instance	-	

Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	584
Tier 2 - Business Critical	GB	-	30,451
Tier 3 - Slow I/O Limited Transaction	GB	-	300
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	61,854	62,970
Offsite Tape Storage	Tapes	183	145
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	48,374	27,072
Tape and Backup			
Server Tape Stored - TSM	GB Stored	-	5,081
Server Tape - Other	GB Writes	28,112	96,086
Offsite Tape Storage	Tapes	827	899
Other Storage			
Optical Storage	GB	-	-

Miscellaneous Server Services			
Hardware Services Charges (HSC	N/A	-	-
Software Charge (SSC)	N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	-
Appliances	Appliance	-	-

Agency: DARS

Resource Description	Units	Stub Period	Year
nframe Services			
CPU Hour	CPU Hour	_	
CPU Hour - Specialty Engine	CPU Hour		
IBM Mainframe Allocated Application DASD	GB	-	
IBM Application Tapes in Storage - VTS	GB	-	
IBM Offsite Tape Storage	Tape/Reel	-	
t and Mail Services			
Print Images	Images	-	
Mailing Insertions	Inserts	-	
Courier	Jobs Delivered	-	
ver Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	13	
Silver	Instance	5	
Bronze UNIX	Instance	13	
Gold	Instance	3	
Silver	Instance	3	
Bronze	Instance	-	
Non-Consolidated Support (non ADC/SDC) Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	5	
Silver	Instance	2	
Bronze	Instance	148	
UNIX Gold	Instance	4	
Silver	Instance	5	
Bronze	Instance	2	
Total Service Tier Matrix Instances		203	
Utility Servers Email Accounts - Consolidated Email Accounts - Demots	Accounts	-	
Email Accounts - Remote O365 - Exchange Plan 1	Accounts Accounts		
O365 - Exchange Plan 2	Accounts	-	
O365 - Office Suite E1	Accounts	-	
O365 - Office Suite G1 O365 - Kiosk Workers Plan 1	Accounts	-	
O365 - Educational Plan A3	Accounts Accounts		
O365 - Suite E3	Accounts	-	
O365 - Suite G3	Accounts	-	
Hosted Secure	Accounts	-	
Enterprise File and Print	Instance	-	
Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	
Tier 2 - Business Critical Tier 3 - Slow I/O Limited Transaction	GB GB	-	
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	
Tape and Backup			
Server Tape Stored - TSM	GB Stored	5,441	5
Offsite Tape Storage	Tapes	199	
Non-Consolidated Service Locations Disk Storage			
Dedicated and Shared	GB	52,498	
Tape and Backup		32, .00	
Server Tape Stored - TSM	GB Stored	-	
Server Tape - Other	GB Writes	129,062	9
Offsite Tape Storage	Tapes	1,089	
Optical Storage	GB	-	
Opinion Otorage	00		
Miscellaneous Server Services			
Hardware Services Charges (HSC	N/A		
Software Charge (SSC) Hardware Maintenance - DIR Customer-Owned STM Servers	N/A N/A	-	

Tape and Backup
Server Tape Stored - TSM
Server Tape - Other
Offsite Tape Storage

Optical Storage

Resource Description	Units	Stub Period	Yea
frame Services	Onits	Ctub i criou	100
BM			
CPU Hour	CPU Hour	-	
CPU Hour - Specialty Engine	CPU Hour		
IBM Mainframe Allocated Application DASD	GB	-	
IBM Application Tapes in Storage - VTS	GB	-	
IBM Offsite Tape Storage	Tape/Reel	-	
and Mail Services			
Print Images	Images	_	
Mailing Insertions	Inserts	-	
Courier	Jobs Delivered	-	
r Services			
ervice Tier Matrix			
onsolidated Data Centers Support (ADC/SDC)			
ttel (Wintel, Novell, Linux, non-Unix) Gold	Instance	c	
Gold Silver	Instance Instance	8 32	
Bronze	Instance	- 32	
NIX			
Gold	Instance	14	
Silver	Instance	6	
Bronze	Instance	-	
on-Consolidated Support (non ADC/SDC)			
tel (Wintel, Novell, Linux, non-Unix)	Leatere		
Gold	Instance	5	
Silver Bronze	Instance	23	
NIX	Instance	-	
Gold	Instance	-	
Silver	Instance	-	
Bronze	Instance	-	
Total Service Tier Matrix Instances		88	
Militar Commons			
Itility Servers Email Accounts - Consolidated	Accounts	- 1	
Email Accounts - Consolidated Email Accounts - Remote	Accounts Accounts		
O365 - Exchange Plan 1	Accounts	_	
O365 - Exchange Plan 2	Accounts	-	
O365 - Office Suite E1	Accounts	-	
O365 - Office Suite G1	Accounts	-	
O365 - Kiosk Workers Plan 1	Accounts	-	
O365 - Educational Plan A3	Accounts	-	
O365 - Suite E3	Accounts	-	
O365 - Suite G3	Accounts	-	
Hosted Secure	Accounts	-	
Enterprise File and Print	Instance	- 1	
Server Storage			
Consolidated Data Centers (ADC/SDC)			
interprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	
Tier 2 - Business Critical	GB	-	4
Tier 3 - Slow I/O Limited Transaction	GB	-	
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	
ape and Backup	OD Oteres	00.44=	
Server Tape Stored - TSM	GB Stored Tapes	38,447 3,435	12
Offsite Tape Storage			

liscellaneous Server Services			
Hardware Services Charges (HSC	N/A	-	-
Software Charge (SSC)	N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	-
Appliances	Appliance	-	-

GB Stored
GB Writes

GB

Tapes

35,986

8,591

Agency: DIR-A

Resource Description	Units	Stub Period	Year 1
lainframe Services			
IBM			
CPU Hour	CPU Hour	-	-
CPU Hour - Specialty Engine	CPU Hour		
IBM Mainframe Allocated Application DASD	GB	-	-
IBM Application Tapes in Storage - VTS	GB	-	-
IBM Offsite Tape Storage	Tape/Reel	-	-
rint and Mail Services			
Print Images	Images	-	-
Mailing Insertions	Inserts	-	-
Courier	Jobs Delivered	-	-

Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	6	-
Silver	Instance	11	8
Bronze	Instance	5	12
UNIX			
Gold	Instance	1	-
Silver	Instance	1	1
Bronze	Instance	2	1
Non-Consolidated Support (non ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	0	-
Silver	Instance	0	-
Bronze	Instance	2	-
UNIX			
Gold	Instance	2	-
Silver	Instance	1	-
Bronze	Instance	3	-
Total Service Tier Matrix Instances		34	22

ity Servers			
Email Accounts - Consolidated	Accounts	-	-
Email Accounts - Remote	Accounts	-	-
O365 - Exchange Plan 1	Accounts	-	-
O365 - Exchange Plan 2	Accounts	-	-
O365 - Office Suite E1	Accounts		-
O365 - Office Suite G1	Accounts	-	
O365 - Kiosk Workers Plan 1	Accounts	-	
O365 - Educational Plan A3	Accounts	-	•
O365 - Suite E3	Accounts	-	
O365 - Suite G3	Accounts	-	
Hosted Secure	Accounts	-	
Enterprise File and Print	Instance	-	-

Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	-
Tier 2 - Business Critical	GB	4,455	5,751
Tier 3 - Slow I/O Limited Transaction	GB	-	
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	ı
Tape and Backup			
Server Tape Stored - TSM	GB Stored	32,612	20,136
Offsite Tape Storage	Tapes	103	-
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	4,455	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	-	9,260
Server Tape - Other	GB Writes	9,601	622
Offsite Tape Storage	Tapes	102	81
Other Storage			
Optical Storage	GB	-	

Miscellaneous Server Services			
Hardware Services Charges (HSC	N/A	-	-
Software Charge (SSC)	N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	-
Appliances	Appliance	-	-

Agency: DIR-TXO

Resource Description	Units	Stub Period	Year 1
ainframe Services			
IBM			
CPU Hour	CPU Hour	-	
CPU Hour - Specialty Engine	CPU Hour		
IBM Mainframe Allocated Application DASD	GB	-	
IBM Application Tapes in Storage - VTS	GB	-	
IBM Offsite Tape Storage	Tape/Reel	-	
int and Mail Services			
Print Images	Images	-	
Mailing Insertions	Inserts	-	

Courier	Jobs Delivered	-	-
ver Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	5	5
Silver	Instance		ı
Bronze	Instance	1	
UNIX			

	Bronze	Instance	1	•
UND	X			
	Gold	Instance	53	43
	Silver	Instance	-	ı
	Bronze	Instance	8	11
Non	-Consolidated Support (non ADC/SDC)			
Intel	(Wintel, Novell, Linux, non-Unix)			
	Gold	Instance	-	ı
	Silver	Instance	-	ı
	Bronze	Instance	-	ı
UNI	X			
	Gold	Instance	-	ı
	Silver	Instance	-	-
	Bronze	Instance	-	-
	Total Service Tier Matrix Instances		67	59

Utility Servers			
Email Accounts - Consolidated	Accounts	-	-
Email Accounts - Remote	Accounts	-	-
O365 - Exchange Plan 1	Accounts	-	-
O365 - Exchange Plan 2	Accounts	-	-
O365 - Office Suite E1	Accounts	-	-
O365 - Office Suite G1	Accounts	-	-
O365 - Kiosk Workers Plan 1	Accounts	-	-
O365 - Educational Plan A3	Accounts	-	-
O365 - Suite E3	Accounts	-	-
O365 - Suite G3	Accounts	-	-
Hosted Secure	Accounts	-	-
Enterprise File and Print	Instance	-	-

Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	-
Tier 2 - Business Critical	GB	12,523	12,162
Tier 3 - Slow I/O Limited Transaction	GB	-	2,750
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	-	
Offsite Tape Storage	Tapes	334	396
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	-	-
Server Tape - Other	GB Writes	32,249	31,361
Offsite Tape Storage	Tapes	-	624
Other Storage			
Optical Storage	GB	-	

Miscellaneous Server Services			
Hardware Services Charges (HSC	N/A	-	-
Software Charge (SSC)	N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	-
Appliances	Appliance	-	-

Agency: DMV

Resource Description	Units	Stub Period
ame Services		
М		
CPU Hour	CPU Hour	81
CPU Hour - Specialty Engine IBM Mainframe Allocated Application DASD	CPU Hour GB	231
IBM Application Tapes in Storage - VTS	GB	8,082
IBM Offsite Tape Storage	Tape/Reel	314
nd Mail Services		
Print Images	Images	2,779,350
Mailing Insertions	Inserts	-
Courier	Jobs Delivered	111
Services		
ervice Tier Matrix		
ensolidated Data Centers Support (ADC/SDC) el (Wintel, Novell, Linux, non-Unix)		
Gold	Instance	4
Silver	Instance	8
Bronze	Instance	0
IIX Tour	Lead	. 1
Gold Silver	Instance	3
Bronze	Instance Instance	- 3
n-Consolidated Support (non ADC/SDC)	iiiotaii00	
el (Wintel, Novell, Linux, non-Unix)		
Gold	Instance	14
Silver	Instance	25
Bronze	Instance	1
IIX Gold	Instance	4
Silver	Instance	2
Bronze	Instance	-
Total Service Tier Matrix Instances		65
ility Servers		
Email Accounts - Consolidated	Accounts	-
Email Accounts - Remote	Accounts	626
O365 - Exchange Plan 1	Accounts	-
O365 - Exchange Plan 2 O365 - Office Suite E1	Accounts Accounts	-
O365 - Office Suite G1	Accounts	-
O365 - Kiosk Workers Plan 1	Accounts	-
O365 - Educational Plan A3	Accounts	-
O365 - Suite E3	Accounts	-
O365 - Suite G3 Hosted Secure	Accounts	-
Enterprise File and Print	Accounts Instance	-
rver Storage		
nsolidated Data Centers (ADC/SDC)		
terprise Storage Tier 1 - Mission Critical - High Speed	GP.	
Tier 2 - Business Critical	GB GB	-
Tier 3 - Slow I/O Limited Transaction	GB	-
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-
pe and Backup		
Server Tape Stored - TSM	GB Stored	-
Offsite Tape Storage	Tapes	130
n-Consolidated Service Locations		
Dedicated and Shared	GB	58,492
	55	50,702
pe and backup	GB Stored	-
Server Tape Stored - TSM		-
Server Tape Stored - TSM Server Tape - Other	GB Writes	1 060
Server Tape Stored - TSM Server Tape - Other Offsite Tape Storage	Tapes	1,862
Server Tape Stored - TSM Server Tape - Other Offsite Tape Storage her Storage	Tapes	
Server Tape Stored - TSM Server Tape - Other Offsite Tape Storage	+	19
Server Tape Stored - TSM Server Tape - Other Offsite Tape Storage her Storage Optical Storage scellaneous Server Services	Tapes GB	
Server Tape Stored - TSM Server Tape - Other Offsite Tape Storage her Storage Optical Storage Scellaneous Server Services Hardware Services Charges (HSC	Tapes GB N/A	19
Server Tape - Other Offsite Tape Storage her Storage Optical Storage scellaneous Server Services	Tapes GB	

Agency: DSHS

	Resource Description	Units	Stub Period	Year 1
lainframe S	ervices			
IBM				
CPU	Hour	CPU Hour	-	-
CPU	Hour - Specialty Engine	CPU Hour	-	-
IBM	Mainframe Allocated Application DASD	GB	-	-
IBM .	Application Tapes in Storage - VTS	GB	-	-
IBM	Offsite Tape Storage	Tape/Reel	-	-

Print and Mail Services			
Print Images	Images	72,502	72,502
Mailing Insertions	Inserts	-	-
Courier	Jobs Delivered	270	270

Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	52	61
Silver	Instance	60	8
Bronze	Instance	47	131
UNIX			
Gold	Instance	4	4
Silver	Instance	4	-
Bronze	Instance	3	6
Non-Consolidated Support (non ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	126	165
Silver	Instance	164	151
Bronze	Instance	164	192
UNIX			
Gold	Instance	6	2
Silver	Instance	3	-
Bronze	Instance	2	1
Total Service Tier Matrix Instances		635	721

Email Accounts - Consolidated	Accounts	-	
Email Accounts - Remote	Accounts	-	
O365 - Exchange Plan 1	Accounts	-	
O365 - Exchange Plan 2	Accounts	-	
O365 - Office Suite E1	Accounts	-	
O365 - Office Suite G1	Accounts	-	
O365 - Kiosk Workers Plan 1	Accounts	-	
O365 - Educational Plan A3	Accounts	-	
O365 - Suite E3	Accounts	-	
O365 - Suite G3	Accounts	-	
Hosted Secure	Accounts	-	
Enterprise File and Print	Instance	-	

Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	292
Tier 2 - Business Critical	GB	-	47,892
Tier 3 - Slow I/O Limited Transaction	GB	-	11,768
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	ı
Tape and Backup			
Server Tape Stored - TSM	GB Stored	14,424	237,301
Offsite Tape Storage	Tapes	255	677
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	121,743	121,330
Tape and Backup			
Server Tape Stored - TSM	GB Stored	30,451	357,625
Server Tape - Other	GB Writes	211,735	264,528
Offsite Tape Storage	Tapes	9,825	12,597
Other Storage			
Optical Storage	GB	-	

Miscellaneous Server Services			
Hardware Services Charges (HSC	N/A	-	-
Software Charge (SSC)	N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	
Appliances	Appliance	-	-

Agency: HHSC

	Resource Description	Units	Stub Period	Yea
frame Se	·			
IBM				
CPU		CPU Hour	363	
	Hour - Specialty Engine fainframe Allocated Application DASD	CPU Hour GB	287	
	upplication Tapes in Storage - VTS	GB	7,478	
	Offsite Tape Storage	Tape/Reel	117	
and Mai	l Services			
Print I	mages	Images	7,220,001	7,22
Mailin	g Insertions	Inserts	1,492,999	1,49
Couri	er	Jobs Delivered	17,199	
er Servic	es			
Service T	ier Matrix			
	ted Data Centers Support (ADC/SDC)			
	el, Novell, Linux, non-Unix)			
Gold		Instance	20	
Silver		Instance	62	
Bronz	e	Instance	40	
UNIX Gold		Instance	33	
Silver		Instance	88	
Bronz		Instance	7	
	olidated Support (non ADC/SDC)			
	el, Novell, Linux, non-Unix)			
Gold	, , ,	Instance	47	
Silver		Instance	160	
Bronz	e	Instance	116	
UNIX				
Gold		Instance	46	
Silver		Instance	116	
Bronz	e Service Tier Matrix Instances	Instance	28 763	
Utility Se	rvers			
	Accounts - Consolidated	Accounts	-	
	Accounts - Remote	Accounts	-	
	- Exchange Plan 1	Accounts	-	
	- Exchange Plan 2 - Office Suite E1	Accounts	-	
	- Office Suite E1	Accounts Accounts	-	
	- Kiosk Workers Plan 1	Accounts	-	
	- Educational Plan A3	Accounts	-	
	- Suite E3	Accounts	-	
	- Suite G3	Accounts	-	
Hoste	d Secure	Accounts	-	
Enter	orise File and Print	Instance	-	
Server St	orage			
Consolida Enterprise	ted Data Centers (ADC/SDC)			
	- Mission Critical - High Speed	GB	-	1
	- Business Critical	GB	-	10
Tier 3	- Slow I/O Limited Transaction	GB	<u> </u>	
	R - Slow I/O Limited Transaction with replicated copy	GB	-	
Tape and				
	r Tape Stored - TSM	GB Stored	441,770	1,32
	e Tape Storage	Tapes	3,398	
	olidated Service Locations			
Disk Stora	-	20	110 000	
	ated and Shared	GB	112,998	7
Tape and		CD Ct		
	r Tape Stored - TSM r Tape - Other	GB Stored GB Writes	239,877	21
	e Tape Storage	Tapes	1,421	21
Serve		rapes	1,441	
Serve Offsite				
Serve Offsite Other Stor	age	GP	_	
Serve Offsite Other Stor		GB	-	
Serve Offsite Other Stor Optica	age al Storage seous Server Services		-	
Serve Offsite Other Stor Optica Miscellar Hardy	age al Storage leous Server Services vare Services Charges (HSC	N/A		
Serve Offsite Other Stor Optica Miscellar Hardy Softw	age al Storage seous Server Services		-	

Agency: HPC

Resource Description	Units	Stub Period	Year 1
nframe Services			
IBM			
CPU Hour	CPU Hour	-	
CPU Hour - Specialty Engine	CPU Hour	-	
IBM Mainframe Allocated Application DASD	GB	-	
IBM Application Tapes in Storage - VTS	GB	-	
IBM Offsite Tape Storage	Tape/Reel	-	
nt and Mail Services			
Print Images	Images	-	
Mailing Insertions	Inserts	-	
Courier	Jobs Delivered	-	

Server Services								
Service Tier Matrix	vice Tier Matrix							
Consolidated Data Centers Suppor	t (ADC/SDC)							
Intel (Wintel, Novell, Linux, non-Unix)								
Gold	Instance	-	-					
Silver	Instance	-	4					
Bronze	Instance	-	-					
UNIX								
Gold	Instance	-	-					
Silver	Instance	-	-					
Bronze	Instance	-	-					
Non-Consolidated Support (non Al	DC/SDC)							
Intel (Wintel, Novell, Linux, non-Unix)								
Gold	Instance	4	-					
Silver	Instance	-	-					
Bronze	Instance	-	-					
UNIX								
Gold	Instance	-	-					
Silver	Instance	-	-					
Bronze	Instance	-	-					
Total Service Tier Matrix Instance	es	4	4					

ty Servers			
Email Accounts - Consolidated	Accounts	-	
Email Accounts - Remote	Accounts	-	
O365 - Exchange Plan 1	Accounts	-	
O365 - Exchange Plan 2	Accounts	-	
O365 - Office Suite E1	Accounts	-	
O365 - Office Suite G1	Accounts	-	
O365 - Kiosk Workers Plan 1	Accounts	-	
O365 - Educational Plan A3	Accounts	-	
O365 - Suite E3	Accounts	-	
O365 - Suite G3	Accounts	-	
Hosted Secure	Accounts	-	
Enterprise File and Print	Instance	-	

Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	-
Tier 2 - Business Critical	GB	-	1,213
Tier 3 - Slow I/O Limited Transaction	GB	-	-
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	-	1,601
Offsite Tape Storage	Tapes	-	3
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	695	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	-	-
Server Tape - Other	GB Writes	-	-
Offsite Tape Storage	Tapes	-	-
Other Storage			
Optical Storage	GB	-	

Miscellaneous Server Services						
Hardware Services Charges (HSC	N/A	-	-			
Software Charge (SSC)	N/A	-	-			
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-				
Appliances	Appliance	-	-			

Agency: OAG

	Resource Description	Units	Stub Period	Year '
nfram	ne Services			
IBM				
	CPU Hour	CPU Hour		
	CPU Hour - Specialty Engine	CPU Hour		
	IBM Mainframe Allocated Application DASD IBM Application Tapes in Storage - VTS	GB GB		
	IBM Offsite Tape Storage	Tape/Reel		
Щ	Bill Offsite Tape Otorage	Тарс/ТСС	<u> </u>	
nt and	Mail Services			
	Print Images	Images		214,6
	Mailing Insertions Courier	Inserts	2,999	2.0
Ľ	Couriei	Jobs Delivered	2,999	2,9
ver Se	ervices			
Serv	ice Tier Matrix			
Cons	olidated Data Centers Support (ADC/SDC)			
	Wintel, Novell, Linux, non-Unix)			
_	Gold	Instance	17	
_	Silver Bronze	Instance Instance	18 16	
UNIX		motance	10	
	Gold	Instance	4	
_	Silver	Instance	8	
	Bronze	Instance	-	
	Consolidated Support (non ADC/SDC)			
	Wintel, Novell, Linux, non-Unix)	la et e e e	40	
_	Gold Silver	Instance Instance	10 28	
_	Bronze	Instance	8	
UNIX	DIOIZE	mstance	0	
_	Gold	Instance	1	
3	Silver	Instance	5	
_	Bronze	Instance	-	
L	Total Service Tier Matrix Instances		115	
Utilit	y Servers			
	Email Accounts - Consolidated	Accounts	1,776	
	Email Accounts - Remote	Accounts	-	
	O365 - Exchange Plan 1	Accounts	-	
	O365 - Exchange Plan 2	Accounts	-	
	O365 - Office Suite E1 O365 - Office Suite G1	Accounts	-	
	O365 - Clince Suite G1 O365 - Kiosk Workers Plan 1	Accounts Accounts	-	
_	O365 - Educational Plan A3	Accounts	-	
	0365 - Suite E3	Accounts	-	
	O365 - Suite G3	Accounts	-	
	Hosted Secure	Accounts	-	2,
L	Enterprise File and Print	Instance	-	
Serv	er Storage			
	colidated Data Centers (ADC/SDC)			
	rprise Storage			
	Tier 1 - Mission Critical - High Speed	GB	-	
[Tier 2 - Business Critical	GB	-	42,0
	Tier 3 - Slow I/O Limited Transaction	GB	-	2,8
-	Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	
	and Backup	00.6:	60.076	4
	Server Tape Stored - TSM	GB Stored	30,372	142,5
	Offsite Tape Storage Consolidated Service Locations	Tapes	389	į
	Storage			
	Dedicated and Shared	GB	52,249	5,5
_	and Backup	95	32,243	J,:
	Server Tape Stored - TSM	GB Stored	-	5,5
	Server Tape - Other	GB Writes	21,125	5,0
	Offsite Tape Storage	Tapes	1,385	1,4
	r Storage		,	
	Optical Storage	GB	-	
	•			
	ellaneous Server Services			
	Hardware Services Charges (HSC	N/A		
<u> </u>		N/A N/A N/A		

Agency: OAGCS

	Resource Description	Units	Stub Period	Year 1
nframe S				
IBM				
	Hour	CPU Hour	657	6
	Hour - Specialty Engine	CPU Hour	11.510	
	Mainframe Allocated Application DASD	GB	14,516	14,5
	Application Tapes in Storage - VTS Offsite Tape Storage	GB Tana/Baal	61,511 21	61,5
IDIVI	Olisite Tape Storage	Tape/Reel	21	
	il Services			
	Images	Images	-	-
	ng Insertions	Inserts	-	-
Cour	ier	Jobs Delivered	-	-
ver Servi	ces			
Service '	Tier Matrix			
	ated Data Centers Support (ADC/SDC)			
	tel, Novell, Linux, non-Unix)		24	
Gold		Instance	21	
Silve		Instance	31	
Bron UNIX	<u> </u>	Instance	36	
Gold		Instance	117	
Silve		Instance	37	
Bron		Instance	9	
	solidated Support (non ADC/SDC)		<u> </u>	
	tel, Novell, Linux, non-Unix)			
Gold	,	Instance	23	
Silve		Instance	85	
Bron		Instance	13	
UNIX				
Gold		Instance	55	
Silve	er	Instance	18	
Bron	ze	Instance	-	-
Tota	Service Tier Matrix Instances		445	2
Utility Se				
	il Accounts - Consolidated	Accounts	3,434	-
	il Accounts - Remote	Accounts	-	-
	5 - Exchange Plan 1	Accounts	-	-
	5 - Exchange Plan 2	Accounts	-	
	5 - Office Suite E1	Accounts	-	-
	5 - Office Suite G1	Accounts	-	-
	5 - Kiosk Workers Plan 1	Accounts	-	
	5 - Educational Plan A3	Accounts	-	
	5 - Suite E3	Accounts	-	
	5 - Suite G3	Accounts	-	
	ed Secure rprise File and Print	Accounts	-	4,4
Ente	ipiise riie aiiu riiiil	Instance	-	-
Server S	Storage			
	ated Data Centers (ADC/SDC)			
	e Storage			
	1 - Mission Critical - High Speed	GB	-	1,
	2 - Business Critical	GB	-	49,8
	3 - Slow I/O Limited Transaction	GB	-	6,6
	3R - Slow I/O Limited Transaction with replicated copy	GB	-	
Tape and	•	OD C:	0.455	40= -
	er Tape Stored - TSM	GB Stored	2,450	105,8
	te Tape Storage	Tapes	125	3
	solidated Service Locations			
Disk Stor	-	CP	79,039	11.0
	cated and Shared	GB	79,039	11,0
Tape and		OD Ctraced		2.2
	er Tape Stored - TSM	GB Stored	- FC 010	2,8
	er Tape - Other	GB Writes	56,918	14,4
	te Tape Storage	Tapes	345	2
Other Sto	•	6-		
Optio	cal Storage	GB	-,	
Missella	neous Server Services			
WISCOMA				
	lware Services Charges (HSC	NI/A	_ !	-
Hard	lware Services Charges (HSC	N/A N/A		
Hard Softv	ware Services Charges (HSC vare Charge (SSC) ware Maintenance - DIR Customer-Owned STM Servers	N/A N/A N/A		

Agency: PUC

Resource Description	Units	Stub Period	Year 1
ainframe Services			
IBM			
CPU Hour	CPU Hour	-	-
CPU Hour - Specialty Engine	CPU Hour		
IBM Mainframe Allocated Application DASD	GB	-	-
IBM Application Tapes in Storage - VTS	GB	-	-
IBM Offsite Tape Storage	Tape/Reel	-	-

Print and Mail Services						
Print Images	Images	-	-			
Mailing Insertions	Inserts	-	-			
Courier	Jobs Delivered	-	-			

Serve	Services			
Se	ervice Tier Matrix			
Co	onsolidated Data Centers Support (ADC/SDC)			
Int	el (Wintel, Novell, Linux, non-Unix)			
	Gold	Instance	10	10
	Silver	Instance	2	1
	Bronze	Instance	4	1
10	ΝΙΧ			
	Gold	Instance	-	-
	Silver	Instance	-	-
	Bronze	Instance	-	-
No	on-Consolidated Support (non ADC/SDC)			
Int	el (Wintel, Novell, Linux, non-Unix)			
	Gold	Instance	4	3
	Silver	Instance	1	1
	Bronze	Instance	3	2
10	NIX			
	Gold	Instance	-	-
	Silver	Instance	-	-
	Bronze	Instance	-	-
	Total Service Tier Matrix Instances		24	18

lity Servers			
Email Accounts - Consolidated	Accounts	-	-
Email Accounts - Remote	Accounts	222	222
O365 - Exchange Plan 1	Accounts	-	-
O365 - Exchange Plan 2	Accounts	-	-
O365 - Office Suite E1	Accounts	-	-
O365 - Office Suite G1	Accounts	-	-
O365 - Kiosk Workers Plan 1	Accounts	-	-
O365 - Educational Plan A3	Accounts	-	-
O365 - Suite E3	Accounts	-	-
O365 - Suite G3	Accounts	-	-
Hosted Secure	Accounts	-	-
Enterprise File and Print	Instance	-	-

Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	-
Tier 2 - Business Critical	GB	1,521	1,133
Tier 3 - Slow I/O Limited Transaction	GB	-	-
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	5,304	4,007
Offsite Tape Storage	Tapes	49	32
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	1,521	2,774
Tape and Backup			
Server Tape Stored - TSM	GB Stored	-	111
Server Tape - Other	GB Writes	8,197	8,585
Offsite Tape Storage	Tapes	52	146
Other Storage			
Optical Storage	GB	-	

Miscellaneous Server Services			
Hardware Services Charges (HSC	N/A	-	-
Software Charge (SSC)	N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	
Appliances	Appliance	-	-

Agency: RRC

Resource Description	Units	Stub Period	Year 1
inframe Services			
IBM			
CPU Hour	CPU Hour	30	;
CPU Hour - Specialty Engine	CPU Hour		
IBM Mainframe Allocated Application DASD	GB	382	3
IBM Application Tapes in Storage - VTS	GB	1,725	1,7
IBM Offsite Tape Storage	Tape/Reel	-	-
nt and Mail Services			
Print Images	Images	186,157	186,1
Mailing Insertions	Inserts	21,748	21,7
Courier	Jobs Delivered	2,739	2,7

Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	1	-
Silver	Instance	11	3
Bronze	Instance	2	3
UNIX			
Gold	Instance	-	-
Silver	Instance	16	-
Bronze	Instance	0	4
Non-Consolidated Support (non ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	1	-
Silver	Instance	24	23
Bronze	Instance	13	11
UNIX			
Gold	Instance	-	-
Silver	Instance	34	14
Bronze	Instance	5	14
Total Service Tier Matrix Instances		107	77

Email Accounts - Consolidated	Accounts	-	-
Email Accounts - Remote	Accounts	752	752
O365 - Exchange Plan 1	Accounts	-	-
O365 - Exchange Plan 2	Accounts	-	-
O365 - Office Suite E1	Accounts	-	-
O365 - Office Suite G1	Accounts	-	-
O365 - Kiosk Workers Plan 1	Accounts	-	-
O365 - Educational Plan A3	Accounts	-	-
O365 - Suite E3	Accounts	-	-
O365 - Suite G3	Accounts	-	-
Hosted Secure	Accounts	-	-
Enterprise File and Print	Instance	-	-

Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	-
Tier 2 - Business Critical	GB	-	2,399
Tier 3 - Slow I/O Limited Transaction	GB	-	-
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	
Tape and Backup			
Server Tape Stored - TSM	GB Stored	1,177	23,732
Offsite Tape Storage	Tapes	108	57
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	16,383	3,775
Tape and Backup			
Server Tape Stored - TSM	GB Stored	-	1,230
Server Tape - Other	GB Writes	44,175	22,596
Offsite Tape Storage	Tapes	1,669	5,213
Other Storage			
Optical Storage	GB	-	

Miscellaneous Server Services			
Hardware Services Charges (HSC	N/A	-	-
Software Charge (SSC)	N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	
Appliances	Appliance	-	-

Agency: SOS

Resource Description	Units	Stub Period	Year 1
lainframe Services			
IBM			
CPU Hour	CPU Hour	-	-
CPU Hour - Specialty Engine	CPU Hour		
IBM Mainframe Allocated Application DASD	GB	-	-
IBM Application Tapes in Storage - VTS	GB	-	-
IBM Offsite Tape Storage	Tape/Reel	-	-
•	•		
rint and Mail Services			
Print Images	Images	-	-
Mailing Insertions	Inserts	-	-
Courier	Jobs Delivered	-	-

Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	-	-
Silver	Instance	-	-
Bronze	Instance	-	-
UNIX			
Gold	Instance	5	-
Silver	Instance	2	-
Bronze	Instance	-	-
Non-Consolidated Support (non ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	5	3
Silver	Instance	13	12
Bronze	Instance	-	7
UNIX			
Gold	Instance	1	2
Silver	Instance	0	-
Bronze	Instance	-	3
Total Service Tier Matrix Instances		26	27

ty Servers			
Email Accounts - Consolidated	Accounts	-	-
Email Accounts - Remote	Accounts	255	25
O365 - Exchange Plan 1	Accounts	-	-
O365 - Exchange Plan 2	Accounts	-	-
O365 - Office Suite E1	Accounts	-	-
O365 - Office Suite G1	Accounts	-	-
O365 - Kiosk Workers Plan 1	Accounts	-	-
O365 - Educational Plan A3	Accounts	-	-
O365 - Suite E3	Accounts	-	-
O365 - Suite G3	Accounts	-	-
Hosted Secure	Accounts	-	-
Enterprise File and Print	Instance	-	-

Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	-
Tier 2 - Business Critical	GB	-	ı
Tier 3 - Slow I/O Limited Transaction	GB	-	
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	ı
Tape and Backup			
Server Tape Stored - TSM	GB Stored	994	7,735
Offsite Tape Storage	Tapes	5	-
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	11,079	18,934
Tape and Backup			
Server Tape Stored - TSM	GB Stored	12,590	60,145
Server Tape - Other	GB Writes	-	-
Offsite Tape Storage	Tapes	899	1,097
Other Storage			
Optical Storage	GB	52	83

Miscellaneous Server Services			
Hardware Services Charges (HSC	N/A	-	-
Software Charge (SSC)	N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	
Appliances	Appliance	-	-

Agency: TABC

Resource Description	Units	Stub Period	Year 1
nframe Services			
IBM			
CPU Hour	CPU Hour	-	-
CPU Hour - Specialty Engine	CPU Hour		
IBM Mainframe Allocated Application DASD	GB	-	-
IBM Application Tapes in Storage - VTS	GB	-	-
IBM Offsite Tape Storage	Tape/Reel	-	-
t and Mail Services			
Print Images	Images	-	_
Mailing Insertions	Inserts	-	
Courier	Jobs Delivered		

Service Services Service Tier Matrix			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	9	
Silver	Instance	13	-
Bronze	Instance	3	23
UNIX			
Gold	Instance		
Silver	Instance		-
Bronze	Instance		-
Non-Consolidated Support (non ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	2	-
Silver	Instance	4	-
Bronze	Instance	21	-
UNIX			
Gold	Instance	-	-
Silver	Instance	-	-
Bronze	Instance	-	-
Total Service Tier Matrix Instances		52	23

Email Accounts - Consolidated	Accounts	-	-
Email Accounts - Remote	Accounts	654	654
D365 - Exchange Plan 1	Accounts	-	-
O365 - Exchange Plan 2	Accounts	-	-
O365 - Office Suite E1	Accounts	-	-
O365 - Office Suite G1	Accounts	-	-
O365 - Kiosk Workers Plan 1	Accounts	-	-
O365 - Educational Plan A3	Accounts	-	-
O365 - Suite E3	Accounts	-	-
O365 - Suite G3	Accounts	-	-
Hosted Secure	Accounts	-	-
Enterprise File and Print	Instance	-	-

Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	-
Tier 2 - Business Critical	GB	-	3,737
Tier 3 - Slow I/O Limited Transaction	GB	-	1,090
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	12,873	86,124
Offsite Tape Storage	Tapes	224	299
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	7,639	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	-	5,665
Server Tape - Other	GB Writes	2,724	2,788
Offsite Tape Storage	Tapes	51	55
Other Storage			
Optical Storage	GB	-	

Miscellaneous Server Services			
Hardware Services Charges (HSC	N/A	-	-
Software Charge (SSC)	N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	-
Appliances	Appliance	-	-

Resource Description	Units	Stub Period	Year
nframe Services IBM			
CPU Hour	CPU Hour	_	
CPU Hour - Specialty Engine	CPU Hour		
IBM Mainframe Allocated Application DASD	GB	-	
IBM Application Tapes in Storage - VTS	GB	-	
IBM Offsite Tape Storage	Tape/Reel	-	
•	•		
t and Mail Services			
Print Images	Images	-	
Mailing Insertions Courier	Inserts Jobs Delivered	-	
Counci	Jobs Delivered		
rer Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	35	
Silver	Instance	7	
Bronze UNIX	Instance	8	
Gold	Instance	_	
Silver	Instance	-	
Bronze	Instance	-	
Non-Consolidated Support (non ADC/SDC)	moterioo		
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	186	
Silver	Instance	48	
Bronze	Instance	30	
UNIX			
Gold	Instance	17	
Silver	Instance	9	
Bronze	Instance	2	
Total Service Tier Matrix Instances		342	
Utility Servers			
Email Accounts - Consolidated	Accounts		
Email Accounts - Remote	Accounts	-	
O365 - Exchange Plan 1	Accounts	-	
O365 - Exchange Plan 2	Accounts	-	
O365 - Office Suite E1	Accounts	-	
O365 - Office Suite G1	Accounts	-	
O365 - Kiosk Workers Plan 1	Accounts	-	
O365 - Educational Plan A3	Accounts	-	
O365 - Suite E3	Accounts	-	
O365 - Suite G3	Accounts	-	
Hosted Secure	Accounts	-	
Enterprise File and Print	Instance	-	
Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	
Tier 2 - Business Critical	GB	-	13,
Tier 3 - Slow I/O Limited Transaction	GB	-	2,
THE 3 - SIOW I/O LITHIEU TRANSACTION			_
Tier 3R - Slow I/O Limited Transaction with replicated cop	y GB	-	

Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB		451
Tier 2 - Business Critical		-	
	GB	-	13,555
Tier 3 - Slow I/O Limited Transaction	GB	-	2,083
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	175	575,065
Offsite Tape Storage	Tapes	97	307
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	161,357	80,422
Tape and Backup			
Server Tape Stored - TSM	GB Stored	233,645	69,402
Server Tape - Other	GB Writes	7,494	8,050
Offsite Tape Storage	Tapes	2,699	2,440
Other Storage			
Optical Storage	GB	-	

Miscellaneous Server Services			
Hardware Services Charges (HSC	N/A	-	-
Software Charge (SSC)	N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A		
Appliances	Appliance	-	-

Agency: TDA

Mainfrai	Resource Description me Services	Units	Stub Period	Year 1
IBM				
	CPU Hour	CPU Hour	-	-
	CPU Hour - Specialty Engine	CPU Hour		
	IBM Mainframe Allocated Application DASD	GB	-	-
	IBM Application Tapes in Storage - VTS	GB	-	-
	IBM Offsite Tape Storage	Tape/Reel	-	-

Print and Mail Service	ces	
Print Images	Images 44,93	6 44,936
Mailing Inserti	ions Inserts 11,85	9 11,859
Courier	Jobs Delivered	3 3

Server	Services			
Sei	rvice Tier Matrix			
Co	nsolidated Data Centers Support (ADC/SDC)			
Inte	el (Wintel, Novell, Linux, non-Unix)			
	Gold	Instance	-	-
	Silver	Instance	-	-
	Bronze	Instance	-	-
UN	IX			
	Gold	Instance	-	-
	Silver	Instance	-	-
	Bronze	Instance	-	-
No	n-Consolidated Support (non ADC/SDC)			
Inte	el (Wintel, Novell, Linux, non-Unix)			
	Gold	Instance	-	-
	Silver	Instance	-	-
	Bronze	Instance	-	-
UN	IX			
	Gold	Instance	-	-
	Silver	Instance	-	-
	Bronze	Instance	-	-
	Total Service Tier Matrix Instances		-	-

Email Accounts - Consolidated	Accounts	-	
Email Accounts - Remote	Accounts	-	
O365 - Exchange Plan 1	Accounts	-	
O365 - Exchange Plan 2	Accounts	-	
O365 - Office Suite E1	Accounts	-	
O365 - Office Suite G1	Accounts	-	
O365 - Kiosk Workers Plan 1	Accounts	-	
O365 - Educational Plan A3	Accounts	-	
O365 - Suite E3	Accounts	-	
O365 - Suite G3	Accounts	-	
Hosted Secure	Accounts	-	
Enterprise File and Print	Instance	-	

0			
Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	-
Tier 2 - Business Critical	GB	-	-
Tier 3 - Slow I/O Limited Transaction	GB	-	-
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	-	-
Offsite Tape Storage	Tapes	-	-
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	-	-
Server Tape - Other	GB Writes	-	-
Offsite Tape Storage	Tapes	-	-
Other Storage			
Optical Storage	GB	-	-

Miscellaneous Server Services					
Hardware Services Charges (HSC	N/A	-	-		
Software Charge (SSC)	N/A	-	-		
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	-		
Appliances	Appliance	-	-		

Agency: TDCJ

Resource Description	Units	Stub Period	Ye
frame Services			
ВМ			
CPU Hour	CPU Hour	1,511	
CPU Hour - Specialty Engine	CPU Hour	1 2 1 2	
IBM Mainframe Allocated Application DASD	GB	4,013	
IBM Application Tapes in Storage - VTS IBM Offsite Tape Storage	GB Tape/Reel	32,653 10	3
IBM Offsite Tape Storage	Tape/Reel	10	
and Mail Services			
Print Images	Images	504,542	50
Mailing Insertions	Inserts	-	
Courier	Jobs Delivered	-	
or Convices			
er Services Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
ntel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	3	
Silver	Instance	18	
Bronze	Instance	25	
JNIX			
Gold	Instance	5	
Silver	Instance	3	
Bronze	Instance	4	
Non-Consolidated Support (non ADC/SDC)			
ntel (Wintel, Novell, Linux, non-Unix) Gold	Instance	3	
Silver	Instance	11	
Bronze	Instance	88	
JNIX		-	
Gold	Instance	4	
Silver	Instance	2	
Bronze	Instance	3	
Total Service Tier Matrix Instances		169	
Jtility Servers			
Email Accounts - Consolidated	Accounts		
Email Accounts - Remote	Accounts	6,585	
O365 - Exchange Plan 1	Accounts	-,,	
O365 - Exchange Plan 2	Accounts		
O365 - Office Suite E1	Accounts		
O365 - Office Suite G1	Accounts	-	
O365 - Kiosk Workers Plan 1	Accounts		
O365 - Educational Plan A3	Accounts Accounts		
O365 - Suite E3 O365 - Suite G3	Accounts	_	
Hosted Secure	Accounts	-	
Enterprise File and Print	Instance	-	
Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage	25		
Tier 1 - Mission Critical - High Speed	GB	-	
Tier 2 - Business Critical Tier 3 - Slow I/O Limited Transaction	GB GB	-	
Tier 3 - Slow I/O Limited Transaction with replicated copy	GB GB	-	
Tape and Backup	96		
Server Tape Stored - TSM	GB Stored	2,478	2
Offsite Tape Storage	Tapes	67	
Non-Consolidated Service Locations	1.2.000		
Disk Storage			
Dedicated and Shared	GB	21,004	2
Гаре and Backup			
Server Tape Stored - TSM	GB Stored	4,536	
Server Tape - Other	GB Writes	28,980	2
Offsite Tape Storage	Tapes	1,546	
Other Storage			
Other Storage Optical Storage	GB	-	
Other Storage Optical Storage	GB	- 1	
Optical Storage Optical Storage Miscellaneous Server Services	•	- 1	
Optical Storage Optical Storage Miscellaneous Server Services [Hardware Services Charges (HSC)	N/A	-	
Optical Storage Optical Storage Miscellaneous Server Services	•		

Appliance

Agency: TDI

lainfra	Resource Description me Services	Units	Stub Period	Year 1
IBM				
	CPU Hour	CPU Hour	-	
	CPU Hour - Specialty Engine	CPU Hour		
	IBM Mainframe Allocated Application DASD	GB	-	-
	IBM Application Tapes in Storage - VTS	GB	-	-
	IBM Offsite Tape Storage	Tape/Reel	-	-

Print and Mail Services						
P	Print Images	Images	309,918	309,918		
N	Mailing Insertions	Inserts	70,840	70,840		
C	Courier	Jobs Delivered	1,222	1,222		

Server	Services			
Se	rvice Tier Matrix			
Co	nsolidated Data Centers Support (ADC/SDC)			
Inte	el (Wintel, Novell, Linux, non-Unix)			
	Gold	Instance	30	37
	Silver	Instance	19	8
	Bronze	Instance	7	18
UN	IX			
	Gold	Instance	6	3
	Silver	Instance	-	4
	Bronze	Instance	3	6
No	n-Consolidated Support (non ADC/SDC)			
Inte	el (Wintel, Novell, Linux, non-Unix)			
	Gold	Instance	4	1
	Silver	Instance	3	1
	Bronze	Instance	5	5
UN	IX			
	Gold	Instance	6	-
	Silver	Instance	-	-
	Bronze	Instance	4	2
	Total Service Tier Matrix Instances		85	85

Email Accounts - Consolidated	Accounts	1,784	-
Email Accounts - Remote	Accounts	-	-
D365 - Exchange Plan 1	Accounts	-	-
D365 - Exchange Plan 2	Accounts	-	-
O365 - Office Suite E1	Accounts	-	1,775
D365 - Office Suite G1	Accounts	-	-
O365 - Kiosk Workers Plan 1	Accounts	-	-
O365 - Educational Plan A3	Accounts	-	-
O365 - Suite E3	Accounts	-	-
O365 - Suite G3	Accounts	-	-
Hosted Secure	Accounts	-	-
Enterprise File and Print	Instance	-	-

Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	-
Tier 2 - Business Critical	GB	16,032	39,909
Tier 3 - Slow I/O Limited Transaction	GB	-	-
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	28,483	53,618
Offsite Tape Storage	Tapes	332	524
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	15,266	1,555
Tape and Backup			
Server Tape Stored - TSM	GB Stored	-	70,186
Server Tape - Other	GB Writes	35,498	7,865
Offsite Tape Storage	Tapes	545	113
Other Storage			
Optical Storage	GB	-	

Miscellaneous Server Services					
Hardware Services Charges (HSC	N/A	-	-		
Software Charge (SSC)	N/A	-	-		
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	-		
Appliances	Appliance	-	-		

Agency: TDLR

lainfra	Resource Description me Services	Units	Stub Period	Year 1
IBM				
	CPU Hour	CPU Hour	-	
	CPU Hour - Specialty Engine	CPU Hour		
	IBM Mainframe Allocated Application DASD	GB	-	-
	IBM Application Tapes in Storage - VTS	GB	-	-
	IBM Offsite Tape Storage	Tape/Reel	-	-

Print and Mail Services						
Print Images	Images	-	-			
Mailing Insertions	Inserts	-	-			
Courier	Jobs Delivered	-	-			

Serv	er Services			
	Service Tier Matrix			
1	Consolidated Data Centers Support (ADC/SDC)			
	ntel (Wintel, Novell, Linux, non-Unix)			
_	Gold	Instance	-	=
	Silver	Instance	6	10
_	Bronze	Instance	4	1
1	JNIX			
_	Gold	Instance	-	-
	Silver	Instance	-	-
	Bronze	Instance	-	-
	Non-Consolidated Support (non ADC/SDC)			
Ī	ntel (Wintel, Novell, Linux, non-Unix)			
-	Gold	Instance	-	-
	Silver	Instance	6	-
	Bronze	Instance	2	1
	UNIX			
-	Gold	Instance	-	-
	Silver	Instance	1	-
	Bronze	Instance	-	-
	Total Service Tier Matrix Instances		19	12

Email Accounts - Consolidated	Accounts	-	-
Email Accounts - Remote	Accounts	404	-
O365 - Exchange Plan 1	Accounts	-	-
D365 - Exchange Plan 2	Accounts	-	-
O365 - Office Suite E1	Accounts	-	36
O365 - Office Suite G1	Accounts	-	-
O365 - Kiosk Workers Plan 1	Accounts	-	-
O365 - Educational Plan A3	Accounts	-	-
O365 - Suite E3	Accounts	-	-
O365 - Suite G3	Accounts	-	-
Hosted Secure	Accounts	-	-
Enterprise File and Print	Instance	-	-

Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	80
Tier 2 - Business Critical	GB	-	3,492
Tier 3 - Slow I/O Limited Transaction	GB	-	600
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	
Tape and Backup			
Server Tape Stored - TSM	GB Stored	14,364	19,699
Offsite Tape Storage	Tapes	36	36
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	5,066	1,196
Tape and Backup			
Server Tape Stored - TSM	GB Stored	-	
Server Tape - Other	GB Writes	10,204	1,484
Offsite Tape Storage	Tapes	620	885
Other Storage			
Optical Storage	GB	-	

Miscellaneous Server Services			
Hardware Services Charges (HSC	N/A	-	-
Software Charge (SSC)	N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	-
Appliances	Appliance	-	-

Resource Description	Units	Stub Period	Year 1
nframe Services			
IBM			
CPU Hour	CPU Hour	-	-
CPU Hour - Specialty Engine	CPU Hour		
IBM Mainframe Allocated Application DASD	GB	628	62
IBM Application Tapes in Storage - VTS	GB	-	-
IBM Offsite Tape Storage	Tape/Reel	-	-
Print Images Mailing Insertions	Images Inserts	20,365	20,36
Mailing insertions Courier	Jobs Delivered	352	35
ver Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC) Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	40	2
Silver	Instance	21	1
Bronze	Instance	25	2
UNIX			
Gold	Instance	3	
Silver	Instance	2	-
Bronze	Instance	0	_

Consolidated Data Centers Support (ADC/SDC)			
ntel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	40	
Silver	Instance	21	
Bronze	Instance	25	
JNIX			
Gold	Instance	3	
Silver	Instance	2	
Bronze	Instance	0	
Non-Consolidated Support (non ADC/SDC)			
ntel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	78	
Silver	Instance	50	
Bronze	Instance	52	
JNIX			
Gold	Instance	19	
Silver	Instance	22	
Bronze	Instance	8	
Total Service Tier Matrix Instances		319	2

Email Accounts - Consolidated	Accounts	-	-
Email Accounts - Remote	Accounts	1,454	1,454
O365 - Exchange Plan 1	Accounts	-	-
O365 - Exchange Plan 2	Accounts	-	-
O365 - Office Suite E1	Accounts	-	-
O365 - Office Suite G1	Accounts	-	-
O365 - Kiosk Workers Plan 1	Accounts	-	-
O365 - Educational Plan A3	Accounts	-	-
O365 - Suite E3	Accounts	-	-
O365 - Suite G3	Accounts	-	-
Hosted Secure	Accounts	-	-
Enterprise File and Print	Instance	-	-

Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	1,261
Tier 2 - Business Critical	GB	-	7,448
Tier 3 - Slow I/O Limited Transaction	GB	-	5,738
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	ı
Tape and Backup			
Server Tape Stored - TSM	GB Stored	9,602	53,739
Offsite Tape Storage	Tapes	168	185
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	96,413	55,303
Tape and Backup			
Server Tape Stored - TSM	GB Stored	74,494	512,143
Server Tape - Other	GB Writes	62,281	74,682
Offsite Tape Storage	Tapes	9,866	10,895
Other Storage			
Optical Storage	GB	-	

Miscellaneous Server Services			
Hardware Services Charges (HSC	N/A	-	-
Software Charge (SSC)	N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	-
Appliances	Appliance	-	-

Agency: TFC

Resource Description	Units	Stub Period	Year 1
ainframe Services			
IBM			
CPU Hour	CPU Hour	-	-
CPU Hour - Specialty Engine	CPU Hour		
IBM Mainframe Allocated Application DASD	GB	-	-
IBM Application Tapes in Storage - VTS	GB	-	-
IBM Offsite Tape Storage	Tape/Reel	-	-
rint and Mail Services			
Print Images	Images	38,969	38,96
Mailing Insertions	Inserts	-	
Courier	Jobs Delivered	-	-

rver Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	4	2
Silver	Instance	2	-
Bronze	Instance	11	7
UNIX			
Gold	Instance	-	-
Silver	Instance	-	-
Bronze	Instance	-	-
Non-Consolidated Support (non ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	1	-
Silver	Instance	1	-
Bronze	Instance	2	1
UNIX			
Gold	Instance	-	-
Silver	Instance	-	-
Bronze	Instance	-	-
Total Service Tier Matrix Instances		21	10

Email Accounts - Consolidated	Accounts	-	
Email Accounts - Remote	Accounts	-	
O365 - Exchange Plan 1	Accounts	-	
O365 - Exchange Plan 2	Accounts	-	
O365 - Office Suite E1	Accounts	-	
O365 - Office Suite G1	Accounts	-	
O365 - Kiosk Workers Plan 1	Accounts	-	
O365 - Educational Plan A3	Accounts	-	
O365 - Suite E3	Accounts	-	
O365 - Suite G3	Accounts	-	
Hosted Secure	Accounts	-	
Enterprise File and Print	Instance	-	

Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	-
Tier 2 - Business Critical	GB	550	1,116
Tier 3 - Slow I/O Limited Transaction	GB	-	-
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	2,768	1,108
Offsite Tape Storage	Tapes	34	16
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	-	36
Tape and Backup			
Server Tape Stored - TSM	GB Stored	-	1,826
Server Tape - Other	GB Writes	-	-
Offsite Tape Storage	Tapes	-	-
Other Storage			
Optical Storage	GB	-	

Miscellaneous Server Services			
Hardware Services Charges (HSC	N/A	-	-
Software Charge (SSC)	N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	-
Appliances	Appliance	-	-

Agency: THECB

Mainfra	Resource Description me Services	Units	Stub Period	Year 1
IBM				
	CPU Hour	CPU Hour	-	-
	CPU Hour - Specialty Engine	CPU Hour		
	IBM Mainframe Allocated Application DASD	GB	-	-
	IBM Application Tapes in Storage - VTS	GB	-	1
	IBM Offsite Tape Storage	Tape/Reel	-	-

Print and Mail Services				
Print Images	Images	113,981	113,981	
Mailing Insertions	Inserts	90,131	90,131	
Courier	Jobs Delivered	134	134	

Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	31	21
Silver	Instance	12	8
Bronze	Instance	4	16
UNIX			
Gold	Instance	1	2
Silver	Instance	2	1
Bronze	Instance	2	-
Non-Consolidated Support (non ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	-	2
Silver	Instance	4	1
Bronze	Instance	6	6
UNIX			
Gold	Instance	-	-
Silver	Instance	-	-
Bronze	Instance	-	-
Total Service Tier Matrix Instances		62	57

ty Servers			
Email Accounts - Consolidated	Accounts	337	337
Email Accounts - Remote	Accounts	-	-
O365 - Exchange Plan 1	Accounts	-	-
O365 - Exchange Plan 2	Accounts	-	-
O365 - Office Suite E1	Accounts	-	-
O365 - Office Suite G1	Accounts	-	-
O365 - Kiosk Workers Plan 1	Accounts	-	-
O365 - Educational Plan A3	Accounts	-	-
O365 - Suite E3	Accounts	-	-
O365 - Suite G3	Accounts	-	-
Hosted Secure	Accounts	-	-
Enterprise File and Print	Instance	-	-

Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	-
Tier 2 - Business Critical	GB	7,053	15,842
Tier 3 - Slow I/O Limited Transaction	GB	-	-
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	25,242	79,869
Offsite Tape Storage	Tapes	282	246
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	7,053	526
Tape and Backup			
Server Tape Stored - TSM	GB Stored	-	15,991
Server Tape - Other	GB Writes	4,875	3,132
Offsite Tape Storage	Tapes	2,549	2,689
Other Storage			
Optical Storage	GB	-	

Miscellaneous Server Services			
Hardware Services Charges (HSC	N/A	-	-
Software Charge (SSC)	N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	-
Appliances	Appliance	-	-

Agency: TJJD

Resource Description	Units	Stub Period	Year
nframe Services		0.000	. •
IBM			
CPU Hour	CPU Hour	9	
CPU Hour - Specialty Engine	CPU Hour	400	
IBM Mainframe Allocated Application DASD IBM Application Tapes in Storage - VTS	GB GB	129 540	
IBM Offsite Tape Storage	Tape/Reel	- 540	
Ism choke rape clorage	raporitooi	1	
t and Mail Services			
Print Images	Images	-	
Mailing Insertions Courier	Inserts Jobs Delivered	-	
Counei	Jobs Delivered	- 1	
ver Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix) Gold	Instance	10	
Silver	Instance	34	
Bronze	Instance	3	
UNIX			
Gold	Instance	-	
Silver	Instance	-	
Bronze	Instance	=	
Non-Consolidated Support (non ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)	Leaters	4.4	
Gold	Instance	14	
Silver Bronze	Instance Instance	1	
UNIX	Instance	ı	
Gold	Instance	-	
Silver	Instance	-	
Bronze	Instance	-	
Total Service Tier Matrix Instances		104	
Utility Servers			
Email Accounts - Consolidated	Accounts		
Email Accounts - Remote	Accounts	_	
O365 - Exchange Plan 1	Accounts	-	
O365 - Exchange Plan 2	Accounts	-	
O365 - Office Suite E1	Accounts	-	
O365 - Office Suite G1	Accounts	-	
O365 - Kiosk Workers Plan 1	Accounts	-	
O365 - Educational Plan A3	Accounts	-	
O365 - Suite E3 O365 - Suite G3	Accounts Accounts	-	
Hosted Secure	Accounts	-	
Enterprise File and Print	Instance	-	
	•		
Server Storage			
Consolidated Data Centers (ADC/SDC) Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	
Tier 2 - Business Critical	GB	_	6
Tier 3 - Slow I/O Limited Transaction	GB	-	
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	
Tape and Backup			
Server Tape Stored - TSM	GB Stored	8,341	92
Offsite Tape Storage	Tapes	299	
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	17,246	2
Tape and Backup			
Server Tape Stored - TSM	GB Stored	-	1
Server Tape - Other	GB Writes	13,862	14
Offsite Tape Storage	Tapes	103	
Other Storage	0.0		
Optical Storage	GB	- 1	
Miscellaneous Server Services			
Hardware Services Charges (HSC	N/A	- 1	
Software Charge (SSC)	N/A	-	
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	
Appliances	Appliance	-	

Agency: TPWD

	Resource Description	Units	Stub Period	Year 1
lainfra	me Services			
IBM				
	CPU Hour	CPU Hour	-	-
	CPU Hour - Specialty Engine	CPU Hour		
	IBM Mainframe Allocated Application DASD	GB	-	-
	IBM Application Tapes in Storage - VTS	GB	-	-
	IBM Offsite Tape Storage	Tape/Reel	-	-

Print and Mail Services				
Print Images	Images	-	-	
Mailing Insertions	Inserts	-	-	
Courier	Jobs Delivered	-	-	

Server	Services			
Se	ervice Tier Matrix			
Co	onsolidated Data Centers Support (ADC/SDC)			
Int	el (Wintel, Novell, Linux, non-Unix)			
	Gold	Instance	1	1
	Silver	Instance	19	10
	Bronze	Instance	5	7
UN	NIX			
	Gold	Instance	0	1
	Silver	Instance	2	1
	Bronze	Instance	2	-
No	on-Consolidated Support (non ADC/SDC)			
Int	el (Wintel, Novell, Linux, non-Unix)			
	Gold	Instance	2	
	Silver	Instance	26	15
	Bronze	Instance	27	23
UN	NIX .			
	Gold	Instance	7	6
	Silver	Instance	10	6
	Bronze	Instance	24	12
	Total Service Tier Matrix Instances		125	82

Email Accounts - Consolidated	Accounts	-	-
Email Accounts - Remote	Accounts	3,734	-
O365 - Exchange Plan 1	Accounts	-	3,000
O365 - Exchange Plan 2	Accounts	-	-
O365 - Office Suite E1	Accounts	-	-
O365 - Office Suite G1	Accounts	-	-
O365 - Kiosk Workers Plan 1	Accounts	-	-
O365 - Educational Plan A3	Accounts		-
O365 - Suite E3	Accounts	-	-
O365 - Suite G3	Accounts	-	-
Hosted Secure	Accounts	-	-
Enterprise File and Print	Instance	-	-

Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	-
Tier 2 - Business Critical	GB	-	3,804
Tier 3 - Slow I/O Limited Transaction	GB	-	-
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	10,698	35,344
Offsite Tape Storage	Tapes	110	188
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	32,273	14,460
Tape and Backup			
Server Tape Stored - TSM	GB Stored	-	4,713
Server Tape - Other	GB Writes	121,345	69,303
Offsite Tape Storage	Tapes	1,512	1,169
Other Storage			
Optical Storage	GB	-	

Miscellaneous Server Services			
Hardware Services Charges (HSC	N/A	-	-
Software Charge (SSC)	N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	-
Appliances	Appliance	-	-

Agency: TSLAC

	Resource Description	Units	Stub Period	Year 1
infra	me Services			
IBM				
	CPU Hour	CPU Hour	-	-
	CPU Hour - Specialty Engine	CPU Hour		
	IBM Mainframe Allocated Application DASD	GB	-	-
	IBM Application Tapes in Storage - VTS	GB	-	-
	IBM Offsite Tape Storage	Tape/Reel	-	-

Print and Mail Services					
	Print Images	Images	-	-	
Г	Mailing Insertions	Inserts	-	-	
(Courier	Jobs Delivered	-	-	

erve	er Services			
5	Service Tier Matrix			
(Consolidated Data Centers Support (ADC/SDC)			
I	ntel (Wintel, Novell, Linux, non-Unix)			
	Gold	Instance	15	-
	Silver	Instance	2	-
	Bronze	Instance	4	13
τ	JNIX			
_	Gold	Instance	1	-
	Silver	Instance	1	-
	Bronze	Instance	1	-
١	Ion-Consolidated Support (non ADC/SDC)			
I	ntel (Wintel, Novell, Linux, non-Unix)			
_	Gold	Instance	-	-
	Silver	Instance	1	-
	Bronze	Instance	-	1
ι	JNIX			
-	Gold	Instance	-	-
	Silver	Instance	-	-
	Bronze	Instance	-	-
	Total Service Tier Matrix Instances		25	14

Email Accounts - Consolidated	Accounts	243	243
Email Accounts - Remote	Accounts	-	-
O365 - Exchange Plan 1	Accounts	-	-
D365 - Exchange Plan 2	Accounts	-	-
O365 - Office Suite E1	Accounts	-	-
O365 - Office Suite G1	Accounts	-	-
O365 - Kiosk Workers Plan 1	Accounts	-	-
O365 - Educational Plan A3	Accounts	-	-
O365 - Suite E3	Accounts	-	-
O365 - Suite G3	Accounts	-	-
Hosted Secure	Accounts	-	-
Enterprise File and Print	Instance	-	-

Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	-
Tier 2 - Business Critical	GB	8,007	4,291
Tier 3 - Slow I/O Limited Transaction	GB	-	-
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	6,711	7,028
Offsite Tape Storage	Tapes	8	34
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	-	1,321
Tape and Backup			
Server Tape Stored - TSM	GB Stored	-	6,065
Server Tape - Other	GB Writes	-	-
Offsite Tape Storage	Tapes	-	-
Other Storage			
Optical Storage	GB	-	

Miscellaneous Server Services			
Hardware Services Charges (HSC	N/A	-	-
Software Charge (SSC)	N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	-
Appliances	Appliance	-	-

Agency: TVC

Resource Description	Units	Stub Period	Year 1
inframe Services			
IBM			
CPU Hour	CPU Hour	-	
CPU Hour - Specialty Engine	CPU Hour		
IBM Mainframe Allocated Application DASD	GB	-	
IBM Application Tapes in Storage - VTS	GB	-	
IBM Offsite Tape Storage	Tape/Reel	-	
nt and Mail Services			
Print Images	Images	-	
Mailing Insertions	Inserts	-	
Courier	Johs Delivered	_	

Consolidated Data Centers Support (ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	4	
Silver	Instance	-	
Bronze	Instance	-	
UNIX			
Gold	Instance	-	
Silver	Instance	-	
Bronze	Instance	-	
Non-Consolidated Support (non ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	-	
Silver	Instance	-	
Bronze	Instance	-	
UNIX			
Gold	Instance	-	
Silver	Instance	-	
Bronze	Instance	-	
Total Service Tier Matrix Instances		4	

ty Servers			
Email Accounts - Consolidated	Accounts	-	-
Email Accounts - Remote	Accounts	-	-
O365 - Exchange Plan 1	Accounts	-	225
O365 - Exchange Plan 2	Accounts	-	-
O365 - Office Suite E1	Accounts	-	-
O365 - Office Suite G1	Accounts	-	-
O365 - Kiosk Workers Plan 1	Accounts	-	15
O365 - Educational Plan A3	Accounts	-	-
O365 - Suite E3	Accounts	-	-
O365 - Suite G3	Accounts	-	-
Hosted Secure	Accounts	-	-
Enterprise File and Print	Instance	-	-

Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	124
Tier 2 - Business Critical	GB	-	127
Tier 3 - Slow I/O Limited Transaction	GB	-	-
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	150	3,382
Offsite Tape Storage	Tapes	6	8
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	499	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	-	
Server Tape - Other	GB Writes	-	
Offsite Tape Storage	Tapes	-	-
Other Storage			
Optical Storage	GB	-	

Miscellaneous Server Services			
Hardware Services Charges (HSC	N/A	-	-
Software Charge (SSC)	N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	-
Appliances	Appliance	-	-

Agency: TWC

Resource Description	Units	Stub Period	Yea
frame Services			
BM	OPLILL	4 707	
CPU Hour CPU Hour - Specialty Engine	CPU Hour CPU Hour	1,737 139	
IBM Mainframe Allocated Application DASD	GB	2,453	
IBM Application Tapes in Storage - VTS	GB	93,819	9
IBM Offsite Tape Storage	Tape/Reel	124	
and Mail Services			
Print Images	Images	6,073,182	6,07
Mailing Insertions	Inserts	1,621,219	1,62
Courier	Jobs Delivered	696	,-
er Services			
Service Tier Matrix Consolidated Data Centers Support (ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	4	
Silver	Instance	1	
Bronze	Instance	1	
JNIX Gold	Instance	22	
Silver	Instance Instance	5	
Bronze	Instance	28	
Non-Consolidated Support (non ADC/SDC)			
ntel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	32	
Silver Bronze	Instance Instance	16 94	
UNIX	mstarice	54	
Gold	Instance	4	
Silver	Instance	0	
Bronze Total Service Tier Matrix Instances	Instance	10 216	
Email Accounts - Consolidated	Accounts	-	
Email Accounts - Remote O365 - Exchange Plan 1	Accounts Accounts	-	
O365 - Exchange Plan 2	Accounts	-	
O365 - Office Suite E1	Accounts	-	
O365 - Office Suite G1	Accounts	-	
O365 - Kiosk Workers Plan 1	Accounts	-	
O365 - Educational Plan A3 O365 - Suite E3	Accounts Accounts	-	
O365 - Suite E3	Accounts	-	
Hosted Secure	Accounts	-	
Enterprise File and Print	Instance	-	
Camana Otanana			
Server Storage Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	
Tier 1 - Mission Critical - High Speed Tier 2 - Business Critical	GB		
Tier 1 - Mission Critical - High Speed Tier 2 - Business Critical Tier 3 - Slow I/O Limited Transaction	GB GB	-	
Tier 1 - Mission Critical - High Speed Tier 2 - Business Critical Tier 3 - Slow I/O Limited Transaction Tier 3R - Slow I/O Limited Transaction with replicated copy	GB		
Tier 1 - Mission Critical - High Speed Tier 2 - Business Critical Tier 3 - Slow I/O Limited Transaction Tier 3R - Slow I/O Limited Transaction with replicated copy Tape and Backup	GB GB GB	-	
Tier 1 - Mission Critical - High Speed Tier 2 - Business Critical Tier 3 - Slow I/O Limited Transaction Tier 3R - Slow I/O Limited Transaction with replicated copy	GB GB	-	3
Tier 2 - Business Critical Tier 3 - Slow I/O Limited Transaction Tier 3R - Slow I/O Limited Transaction with replicated copy Tape and Backup Server Tape Stored - TSM	GB GB GB	- - 40,918	3
Tier 1 - Mission Critical - High Speed Tier 2 - Business Critical Tier 3 - Slow I/O Limited Transaction Tier 3R - Slow I/O Limited Transaction with replicated copy Tape and Backup Server Tape Stored - TSM Offsite Tape Storage Non-Consolidated Service Locations Disk Storage	GB GB GB GB Stored Tapes	40,918 315	
Tier 1 - Mission Critical - High Speed Tier 2 - Business Critical Tier 3 - Slow I/O Limited Transaction Tier 3R - Slow I/O Limited Transaction with replicated copy Tape and Backup Server Tape Stored - TSM Offsite Tape Storage Non-Consolidated Service Locations Disk Storage Dedicated and Shared	GB GB GB	- - 40,918	
Tier 1 - Mission Critical - High Speed Tier 2 - Business Critical Tier 3 - Slow I/O Limited Transaction Tier 3R - Slow I/O Limited Transaction with replicated copy Tape and Backup Server Tape Stored - TSM Offsite Tape Storage Non-Consolidated Service Locations Disk Storage Dedicated and Shared Tape and Backup	GB GB GB GB Stored Tapes GB	40,918 315 34,094	6
Tier 1 - Mission Critical - High Speed Tier 2 - Business Critical Tier 3 - Slow I/O Limited Transaction Tier 3R - Slow I/O Limited Transaction with replicated copy Tape and Backup Server Tape Stored - TSM Offsite Tape Storage Non-Consolidated Service Locations Disk Storage Dedicated and Shared Tape and Backup Server Tape Stored - TSM	GB GB GB Stored Tapes GB GB Stored	- 40,918 315 34,094 15,092	6
Tier 1 - Mission Critical - High Speed Tier 2 - Business Critical Tier 3 - Slow I/O Limited Transaction Tier 3R - Slow I/O Limited Transaction with replicated copy Tape and Backup Server Tape Stored - TSM Offsite Tape Storage Non-Consolidated Service Locations Disk Storage Dedicated and Shared Tape and Backup Server Tape Stored - TSM Server Tape Stored - TSM Server Tape - Other	GB GB GB GB Stored Tapes GB GB Stored GB Writes	- 40,918 315 34,094 15,092 6,657	6
Tier 1 - Mission Critical - High Speed Tier 2 - Business Critical Tier 3 - Slow I/O Limited Transaction Tier 3R - Slow I/O Limited Transaction with replicated copy Tape and Backup Server Tape Stored - TSM Offsite Tape Storage Non-Consolidated Service Locations Disk Storage Dedicated and Shared Tape and Backup Server Tape Stored - TSM Server Tape Stored - TSM Server Tape - Other Offsite Tape Storage	GB GB GB Stored Tapes GB GB Stored	- 40,918 315 34,094 15,092	6
Tier 1 - Mission Critical - High Speed Tier 2 - Business Critical Tier 3 - Slow I/O Limited Transaction Tier 3R - Slow I/O Limited Transaction with replicated copy Tape and Backup Server Tape Stored - TSM Offsite Tape Storage Non-Consolidated Service Locations Disk Storage Dedicated and Shared Tape and Backup Server Tape Stored - TSM Server Tape - Other Offsite Tape Storage	GB GB GB GB Stored Tapes GB GB Stored GB Writes Tapes	- 40,918 315 34,094 15,092 6,657	(
Tier 1 - Mission Critical - High Speed Tier 2 - Business Critical Tier 3 - Slow I/O Limited Transaction Tier 3R - Slow I/O Limited Transaction with replicated copy Tape and Backup Server Tape Stored - TSM Offsite Tape Storage Non-Consolidated Service Locations Disk Storage Dedicated and Shared Tape and Backup Server Tape Stored - TSM Server Tape Storage Other Storage Optical Storage	GB GB GB GB Stored Tapes GB GB Stored GB Writes	- 40,918 315 34,094 15,092 6,657 5,281	(
Tier 1 - Mission Critical - High Speed Tier 2 - Business Critical Tier 3 - Slow I/O Limited Transaction Tier 3R - Slow I/O Limited Transaction with replicated copy Tape and Backup Server Tape Storage Non-Consolidated Service Locations Disk Storage Dedicated and Shared Tape and Backup Server Tape Stored - TSM Server Tape Storage Other Storage Optical Storage Optical Storage Miscellaneous Server Services	GB GB GB GB Stored Tapes GB GB Stored GB Writes Tapes	- 40,918 315 34,094 15,092 6,657 5,281	(
Tier 1 - Mission Critical - High Speed Tier 2 - Business Critical Tier 3 - Slow I/O Limited Transaction Tier 3R - Slow I/O Limited Transaction with replicated copy Tape and Backup Server Tape Stored - TSM Offsite Tape Storage Non-Consolidated Service Locations Disk Storage Dedicated and Shared Tape and Backup Server Tape Stored - TSM Server Tape Storage Other Storage Optical Storage Miscellaneous Server Services Hardware Services Charges (HSC	GB GB GB GB Stored Tapes GB GB Stored GB Writes Tapes GB	- - - - - - - - - - - - - - - - - - -	6
Tier 1 - Mission Critical - High Speed Tier 2 - Business Critical Tier 3 - Stow I/O Limited Transaction Tier 3R - Stow I/O Limited Transaction with replicated copy Tape and Backup Server Tape Storage Non-Consolidated Service Locations Disk Storage Dedicated and Shared Tape and Backup Server Tape Stored - TSM Server Tape Storage Other Storage Optical Storage Optical Storage Miscellaneous Server Services	GB GB GB Stored Tapes GB GB Stored GB	- 40,918 315 34,094 15,092 6,657 5,281	3 6 4

Agency: WDB

Resource Description	Units	Stub Period	Year
frame Services			
BM			
CPU Hour	CPU Hour	-	
CPU Hour - Specialty Engine	CPU Hour		
IBM Mainframe Allocated Application DASD	GB	-	
IBM Application Tapes in Storage - VTS	GB	-	
IBM Offsite Tape Storage	Tape/Reel	-	
and Mail Services			
Print Images	Images	-	
Mailing Insertions	Inserts	-	
Courier	Jobs Delivered	-	
er Services			
Service Tier Matrix			

Server Services		
Service Tier Matrix		
Consolidated Data Centers Su	pport (ADC/SDC)	
Intel (Wintel, Novell, Linux, non-	Unix)	
Gold	Instance -	-
Silver	Instance -	-
Bronze	Instance -	-
UNIX		
Gold	Instance -	-
Silver	Instance -	-
Bronze	Instance -	-
Non-Consolidated Support (no	on ADC/SDC)	
Intel (Wintel, Novell, Linux, non-	Unix)	
Gold	Instance 4	2
Silver	Instance 32	15
Bronze	Instance 12	13
UNIX		
Gold	Instance 1	-
Silver	Instance 2	-
Bronze	Instance 2	-
Total Service Tier Matrix In	stances 53	30

Email Accounts - Consolidated	Accounts	-	
Email Accounts - Remote	Accounts	425	
O365 - Exchange Plan 1	Accounts	-	
O365 - Exchange Plan 2	Accounts	-	
O365 - Office Suite E1	Accounts	-	
O365 - Office Suite G1	Accounts	-	
O365 - Kiosk Workers Plan 1	Accounts	-	
O365 - Educational Plan A3	Accounts	-	
O365 - Suite E3	Accounts	-	
O365 - Suite G3	Accounts	-	
Hosted Secure	Accounts	-	
Enterprise File and Print	Instance	-	

Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	-
Tier 2 - Business Critical	GB	-	-
Tier 3 - Slow I/O Limited Transaction	GB	-	-
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	-	-
Offsite Tape Storage	Tapes	592	-
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	52,804	28,291
Tape and Backup			
Server Tape Stored - TSM	GB Stored	-	
Server Tape - Other	GB Writes	42,545	32,500
Offsite Tape Storage	Tapes	-	472
Other Storage			
Optical Storage	GB	-	•

Miscellaneous Server Services			
Hardware Services Charges (HSC	N/A	-	-
Software Charge (SSC)	N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	-
Appliances	Appliance	-	-

Agency: TxDOT

Resource Description	Units	Stub Period
ame Services		
M CDIT Hour	CDLI Hour	225
CPU Hour CPU Hour - Specialty Engine	CPU Hour CPU Hour	235
IBM Mainframe Allocated Application DASD	GB	1,536
IBM Application Tapes in Storage - VTS	GB	12,122
IBM Offsite Tape Storage	Tape/Reel	1,233
nd Mail Services		
Print Images	Images	_
Mailing Insertions	Inserts	-
Courier	Jobs Delivered	-
Comitos		
Services Price Tier Matrix		
nsolidated Data Centers Support (ADC/SDC)		
el (Wintel, Novell, Linux, non-Unix)		
Gold	Instance	10
Silver	Instance	63
Bronze	Instance	13
IIX Gold	Instance	6
Silver	Instance	8
Bronze	Instance	5
n-Consolidated Support (non ADC/SDC)		- 1
el (Wintel, Novell, Linux, non-Unix)		
Gold	Instance	37
Silver	Instance	262 251
Bronze	Instance	251
Gold	Instance	11
Silver	Instance	9
Bronze Total Service Tier Matrix Instances	Instance	4 679
ility Servers		T T
Email Accounts - Consolidated Email Accounts - Remote	Accounts Accounts	12,813
O365 - Exchange Plan 1	Accounts	12,013
O365 - Exchange Plan 2	Accounts	-
O365 - Office Suite E1	Accounts	-
O365 - Office Suite G1	Accounts	-
O365 - Kiosk Workers Plan 1	Accounts	-
O365 - Educational Plan A3 O365 - Suite E3	Accounts Accounts	-
O365 - Suite G3	Accounts	-
Hosted Secure	Accounts	-
Enterprise File and Print	Instance	-
rver Storage		
nsolidated Data Centers (ADC/SDC) terprise Storage		
Tier 1 - Mission Critical - High Speed	GB	-
Tier 2 - Business Critical	GB	
Tier 3 - Slow I/O Limited Transaction	GB	-
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-
pe and Backup	CD Ctrons	400 400
Server Tape Stored - TSM Offsite Tape Storage	GB Stored Tapes	106,169 509
n-Consolidated Service Locations	Tapes	509
sk Storage		
Dedicated and Shared	GB	186,959
pe and Backup		
Server Tape Stored - TSM	GB Stored	-
	GB Writes	435,983
Server Tape - Other	Tapes	7,281
Offsite Tape Storage		
Offsite Tape Storage her Storage	65	
Offsite Tape Storage	GB	63
Offsite Tape Storage ner Storage Optical Storage	GB	63
Offsite Tape Storage her Storage Optical Storage scellaneous Server Services Hardware Services Charges (HSC	N/A	63
Offsite Tape Storage her Storage Optical Storage scellaneous Server Services		

Agency: ASU (non-billable; see Exhibit 4, Section 20)

Resource Description	Units	Stub Period	Year
nframe Services			
IBM			
CPU Hour	CPU Hour	-	
CPU Hour - Specialty Engine	CPU Hour		
IBM Mainframe Allocated Application DASD	GB	-	
IBM Application Tapes in Storage - VTS	GB	-	
IBM Offsite Tape Storage	Tape/Reel	-	

Print and Mail Services			
Print Images	Images	-	-
Mailing Insertions	Inserts	-	-
Courier	Jobs Delivered	-	-

Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	1	1
Silver	Instance	10	10
Bronze	Instance	-	-
UNIX			
Gold	Instance	10	10
Silver	Instance	17	17
Bronze	Instance	-	-
Non-Consolidated Support (non ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	-	-
Silver	Instance	-	-
Bronze	Instance	-	-
UNIX			
Gold	Instance	-	-
Silver	Instance	-	-
Bronze	Instance	-	-
Total Service Tier Matrix Instances		38	38

Email Accounts - Consolidated	Accounts	1,658	1,658
Email Accounts - Remote	Accounts	-	-
O365 - Exchange Plan 1	Accounts	-	-
O365 - Exchange Plan 2	Accounts	-	-
O365 - Office Suite E1	Accounts	-	-
O365 - Office Suite G1	Accounts	-	-
O365 - Kiosk Workers Plan 1	Accounts	-	-
O365 - Educational Plan A3	Accounts	-	-
O365 - Suite E3	Accounts	-	-
O365 - Suite G3	Accounts	-	-
Hosted Secure	Accounts	-	-
Enterprise File and Print	Instance	-	-

Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	-
Tier 2 - Business Critical	GB	12,000	12,000
Tier 3 - Slow I/O Limited Transaction	GB	-	-
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	
Tape and Backup			
Server Tape Stored - TSM	GB Stored	53,685	53,685
Offsite Tape Storage	Tapes	260	260
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	-	-
Server Tape - Other	GB Writes	54,402	54,402
Offsite Tape Storage	Tapes	-	-
Other Storage			
Optical Storage	GB	-	-

Miscellaneous Server Services			
Hardware Services Charges (HSC	N/A	-	-
Software Charge (SSC)	N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	-
Appliances	Appliance	-	-